

**IN THE UNITED STATES DISTRICT COURT  
FOR THE NORTHERN DISTRICT OF ILLINOIS  
EASTERN DIVISION**

IN RE	)	
CAPITAL ONE TELEPHONE	)	Master Docket No. 1:12-cv-10064
CONSUMER PROTECTION ACT	)	MDL No. 2416
LITIGATION	)	
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This document relates to:	)	
	)	
BRIDGETT AMADECK, et al.,	)	Case No: 1:12-cv-10135
	)	
v.	)	
	)	
CAPITAL ONE FINANCIAL	)	
CORPORATION, and CAPITAL ONE	)	
BANK (USA), N.A.	)	
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This document relates to:	)	
	)	
NICHOLAS MARTIN, et al.,	)	Case No: 1:11-cv-05886
	)	
v.	)	
	)	
LEADING EDGE RECOVERY	)	
SOLUTIONS, LLC, and CAPITAL ONE	)	
BANK (USA), N.A.	)	
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This document relates to:	)	
	)	
CHARLES C. PATTERSON,	)	Case No: 1:12-cv-01061
	)	
v.	)	
	)	
CAPITAL MANAGEMENT	)	
SERVICES, L.P. and CAPITAL ONE	)	
BANK (USA), N.A.	)	
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**SUPPLEMENTAL DECLARATION OF ORRAN L. BROWN, SR.  
IN SUPPORT OF FINAL APPROVAL**

I, ORRAN L. BROWN, SR., hereby declare and state as follows:

## **I. INTRODUCTION**

1. ***Personal Information.*** My name is Orran L. Brown, Sr. I am the Chairman and a founding partner of BrownGreer PLC (“BrownGreer”), located at 250 Rocketts Way, Richmond, Virginia 23231.

2. ***The Capacity and Basis of this Declaration.*** I am over the age of 21. The matters set forth in this Declaration are based upon my personal knowledge and information received from Plaintiffs, Capital One, Capital Management Systems, LP, Leading Edge Recovery Solutions, LLC, and AllianceOne Receivables Management, Inc. (collectively, the “Parties”) in this proceeding. Any opinions presented in this Declaration rest upon my training and experience, and any data provided is based upon our work performed in this program to date.

3. ***Background and Notice Plan Design.*** On July 14, 2014, Plaintiffs filed a motion seeking preliminary approval by the Court of the proposed class action settlement in this action (Document Nos. 129-132). As part of that motion, Plaintiffs submitted the July 11, 2014 Amended Declaration of Orran L. Brown, Sr. in Support of Notice Plan (Document No. 132, “Initial Declaration”) in which I detailed BrownGreer’s and my class action notice and claims administration experience and described the Notice Plan designed for this matter. On July 29, 2014, the Court preliminarily approved the proposed Settlement (Document No. 137, “Preliminary Approval Order”), and, in so doing, approved the Notice Plan set out in Section 8 of the Amended Settlement Agreement and Paragraphs 11, 12, and 13 of the Initial Declaration. That Notice Plan called for the distribution of notice to Settlement Class Members directly by Summary Email Notice (Exhibit B1 to Document No. 131-1) and Summary Postcard Notice (Exhibit B2 to Document No. 131-1), as well as by Internet

Banner Notices (Attachment 3 to Document No. 132) and paid Internet search listings. The Preliminary Approval Order further appointed BrownGreer PLC as the Claims Administrator. (Preliminary Approval Order ¶ 10.) Upon entry of Preliminary Approval, BrownGreer began implementing the Settlement and Notice Plan.

**4. *Direct Notice Components.*** As set out more fully in Paragraphs 11, 12, and 13 of the Initial Declaration, the Summary Email Notice, Summary Postcard Notice, and Detailed Notice presented information about the Settlement in plain language and were designed to be understood easily by Settlement Class Members. The Notices included all the information required by Rule 23(c)(2)(B) “clearly and concisely” and “in plain, easily understood language.” Additionally, the Notice language and design intentionally followed the principles embodied in the *Judges’ Class Action Notice and Claims Process Checklist and Plain Language Guide*, as detailed item-by-item in Attachment 4 to the Initial Declaration. Each form of Notice included prominent headlines in bold text, contained comprehensive information about the Settlement in simple and concise language, and clearly described the Settlement Class Members’ rights and options in order to encourage Settlement Class Members’ understanding.

**5. *Publication Notice Components.*** As set out more fully in Paragraphs 12(b) and 13 of the Initial Declaration, the publication and paid search elements of the Notice Plan supplemented the direct notice campaign with easy-to-understand information available online. The Banner Notice contained clear and conspicuous information to notify potential Settlement Class Members about the Settlement and included an embedded link to the Settlement Website where potential Settlement Class Members could easily access the Amended Settlement Agreement, Detailed Notice, Claim Form, and other Settlement information and

documentation. The paid search component generated increased visibility for the Settlement Website by displaying the website address and description at the top of Internet search results.

**6. *The Purpose of this Declaration.*** In my Initial Declaration, I described my opinion that the Notice Plan was effective and constituted the best notice practicable under the circumstances to the potential members of the class involved in the proposed class action settlement of this litigation, pursuant to Fed. R. Civ. P. 23(c)(2)(B) and due process principles. I submit this Declaration to describe the successful implementation and results of that Notice Plan in confirmation of the opinion set out in my Initial Declaration.

## **II. OVERVIEW OF RESULTS**

**7. *Measurable Notice Reach.*** The measurable aspects of the Notice Plan reached an estimated 91.83% of all Settlement Class Members. Paragraphs 28, 29, and 30 below detail this direct notice reach achieved through the postcard and email notice campaigns.

**8. *Supplemental Notice Efforts.*** Not reflected in the measurable reach described in Paragraph 7 above are additional class member contact steps that provided qualitative enhancement to the direct notice campaign. Paragraphs 19, 24 and 25 below detail these additional notice efforts that included the Banner Notice and paid search campaigns, as well as a courtesy email reminder effort.

**9. *Adequacy of Notice Plan and Results.*** In my experience, the reach of the Notice Plan is consistent with other court-approved notice programs and met Rule 23 and due process requirements. The Notice Program fairly and adequately covered and notified the Class without excluding any demographic group or geographic area. Each person reached has been provided with adequate time prior to the fairness hearing to make appropriate decisions, such as whether to opt out or object to the Settlement or file a claim for benefits, if applicable.

### **III. NOTICE PLAN IMPLEMENTATION**

#### **A. CAFA AND CLASS LIST DEVELOPMENT.**

**10. CAFA Notice.** The Class Action Fairness Act of 2005, 28 U.S.C. § 1711 *et seq.* (“CAFA”), requires that each defendant that is participating in a proposed settlement serve notice of the proposed settlement upon “the appropriate State official” and the “appropriate Federal official” within ten days of the filing of the motion proposing the settlement. 28 U.S.C. § 1715(b). Section 8.06 of the Amended Settlement Agreement assigned the execution of the CAFA Notice to BrownGreer as the Claims Administrator. Following Plaintiffs’ July 14, 2014 Motion for Preliminary Approval, BrownGreer served notice of the proposed Amended Settlement under CAFA on 145 federal and state officials on July 24, 2014.<sup>1</sup> In consultation with the Parties, and out of an abundance of caution due to the combination of debt collection and banking practices allegedly at issue in the underlying litigation, the CAFA notice list included federal and state Attorneys General, debt collection regulators, and financial institution regulators. Each CAFA notice packet included:

- (a) A cover letter summarizing the proposed settlement;
- (b) A compact disc with PDF copies of:
  - (1) Plaintiffs’ Consolidated Master Class Action Complaint (filed February 28, 2013) and their Amended Consolidated Master Class Action Complaint (filed June 13, 2014);
  - (2) The Court’s June 17, 2014, Notification of Docket Entry scheduling a preliminary approval hearing for July 29, 2014, at 11:00 a.m.;

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<sup>1</sup> Plaintiffs initially filed for Preliminary Approval on June 13, 2014 (Document No. 121). Pursuant to 28 U.S.C. § 1715(b) and Section 8.06 of the original Settlement Agreement presented to the Court on June 13, 2014, BrownGreer served CAFA Notice on that original filing on June 23, 2014, in substantially the same manner described in this Declaration.

- (3) Plaintiffs' Notice of Amended Motion for Preliminary Approval and the Motion itself;
  - (4) The Amended Declaration of Jonathan D. Selbin that included as exhibits the Amended Settlement Agreement and Release between the Parties, as well as copies of the Notice to be issued to the Class addressing the matters referenced in CAFA §1725(b)(3)(A) and (B); and
  - (5) A copy of the Amended Declaration of Orran L. Brown in Support of the Notice Plan;
- (c) A complete service list; and
- (d) The most reasonable estimate available of the number of Settlement Class Members residing in each State, as determined by preliminary class data available and related representations of counsel.

Attachment 1 to this Declaration includes the CAFA Notice Letter and its exhibits, as well as a comprehensive set of Mailing Receipts and Delivery Confirmations demonstrating BrownGreer's execution of the complete CAFA Notice effort.

**11. *Development of the Class Member List.*** Pursuant to Section 7.02 of the Amended Settlement Agreement, Capital One provided BrownGreer with an electronic list of the Settlement Class ("Class List"). Capital One informed BrownGreer that it had analyzed and cleansed its own reasonably available computerized account records and those of co-defendants Capital Management Systems, LP, Leading Edge Recovery Solutions, LLC, and AllianceOne Receivables Management, Inc. (collectively, "Participating Vendors"). Capital One provided the Class List data to BrownGreer in fifteen separate data files between June 2, 2014 and August 21, 2014. For each potential Class Member included in one of the data files, Capital One provided the potential Class Member's name, the last known postal mailing address and email address of the potential Class Member (if available), an indicator of whether the potential Class Member had opted out of receiving email notifications from Capital One, the Capital One account number for the potential Class Member, the cell phone

numbers called by Capital One for the potential Class Member, and the Social Security Number of the potential Class Member. The Settlement Agreement directed that BrownGreer would coordinate distribution of the appropriate notice to each potential Class Member based upon the information provided by Capital One in the Class List. BrownGreer promptly loaded the information from this Class List into the custom database application that we created for this Settlement. BrownGreer assigned unique identifiers to all records in the Class List to maintain the ability to track information about each potential Class Member throughout the settlement process. The Class List included a total of 16,645,221 unique Settlement Class Members as determined by Taxpayer Identification Number.<sup>2</sup> As the Parties estimate that approximately 5% of the Settlement Class is unknown to Capital One, the total estimated Settlement Class consists of 17,521,285 individuals.

**B. DEVELOPMENT OF CLASS MEMBER RESOURCES DESCRIBED IN EACH NOTICE.**

**12. *Settlement Website.*** Pursuant to Section 8.04 of the Amended Settlement Agreement, BrownGreer developed a public informational and claim submission website (“Settlement Website”) and launched it on August 12, 2014. Available at [www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com) in both English and Spanish, the Settlement Website allows any person with Internet access to go to the website and read, download and print the following critical Settlement documents:

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<sup>2</sup> As the Parties and BrownGreer expected, the Class List includes records from Capital One and all three of the Participating Vendors that share certain identifying information with other records in the List, including name, cell phone number, address, and Taxpayer Identification Number. To estimate the unique number of known Class Members, the Settlement Program has used the number of records in the Class List that are unique by Social Security Number (16,645,221). The Class List, however, includes 18,975,169 total records, reflecting that approximately 12% of the records in the Class List share a Social Security Number. Upon receipt of each data file, BrownGreer confirmed with Capital One’s data team the number and makeup of the data received to verify accurate development of the Notice List. BrownGreer also discussed the presence of shared identifying information with the Parties as part of the Program’s planning and development. As persons routinely share names with distinct people, cell phone numbers are recycled and re-used over time, family members and business owners share credit card accounts, and separate accountholders share households and mailing addresses, the Parties directed that we retain all variations on the Mailing List out of an abundance of caution, to maximize the opportunities for Class Members to learn of the Settlement.

- (a) The Claim Form;
- (b) The Amended Settlement Agreement and Release and all exhibits;
- (c) Plaintiffs' Amended Memorandum in Support of Unopposed Motion for Preliminary Approval of Class Action Settlement and all exhibits and supporting materials (Amended Declaration of Jonathan D. Selbin in Support of Plaintiffs' Motion and Amended Declaration of Orran L. Brown, Sr. in Support of Notice Plan);
- (d) The Detailed Notice;
- (e) The Court's Order (1) Conditionally Certifying a Settlement Class, (2) Preliminarily Approving Class Action Settlement, (3) Approving Notice Plan, and (4) Setting Final Approval Hearing;
- (f) The Amended Consolidated Master Class Action Complaint;
- (g) The Contact Information Update Request Form for claimants whose contact information changes after claim submission;
- (h) Class Counsel's Motion for Attorneys' Fees and for Service Awards to the Class Representatives; and
- (i) Declaration of Daniel M. Hutchinson Regarding Class Counsel's Attorneys' Fees and Costs.

The Settlement Website also includes a list of Frequently Asked Questions and answers about the Settlement Program, presents important summary information about the Program and the Website on the Home Page, provides all Claims Administrator contact information, and allows Settlement Class Members to submit claims and request to be mailed the Amended Settlement Agreement, the Detailed Notice, and the Claim Form. The Settlement Website address appeared prominently in all Notices.

**13. *Toll-Free Telephone Number.*** Pursuant to Section 8.05 of the Amended Settlement Agreement, BrownGreer established a toll-free telephone number, 1-844-357-TCPA (1-844-357-8272), and opened it on August 12, 2014, for persons to call and hear an automated system in both English and Spanish that provides important program information

and allows Settlement Class Members to file a claim by phone. The call system additionally allows Settlement Class Members to request to be mailed key Settlement Program materials, and callers can also leave a message requesting to be called back by a live operator if they have questions about the Settlement or wish to update their contact information. The Settlement Program's toll-free telephone number appeared prominently on all Notices, as well as in several locations on the Settlement Website.

**14. *Settlement Post Office Box.*** BrownGreer established a dedicated Post Office Box for the Settlement Program on May 30, 2014, and received a Business Reply Mail permit from the United States Postal Service for the same on August 4, 2014. This Post Office Box – Capital One TCPA Settlement Claims Administrator, P.O. Box 25609, Richmond, VA 23260-5609 – serves as a location for Settlement Class Members to submit Business Reply Mail Postcard Claim Forms, printed Long-form Claim Forms, exclusion requests, and other Settlement Program correspondence. The Post Office Box address appeared prominently in all Notices, as well as in several locations on the Settlement Website. BrownGreer monitors the Settlement mailbox daily and uses a dedicated mail intake team to process each item received. As of November 16, 2014, we have received and processed 1,804,317 total pieces of mail at the Settlement Program's Post Office Box.

**C. THE EMAIL COMPONENT OF THE NOTICE PROGRAM.**

**15. *Notice to ISPs of Planned Email Notice Campaign.*** BrownGreer analyzed the Settlement Class Member data to determine the Class's most used Internet Service Providers ("ISPs") as demonstrated by the email address records in the Class List. To ensure maximum Email Notice delivery and encourage cooperation between ISPs and the Settlement Program, BrownGreer executed a "Courtesy Notice of Planned Email-Based Legal Notice

Campaign” on June 10, 2014, in which we sent courtesy emails and letters to contacts at each ISP with at least 15,000 customers appearing in the list of Settlement Class Members who would be sent Summary Email Notice. As this courtesy outreach necessarily came before the Preliminary Approval Motion and Order to allow for adequate ISP preparatory time, the communications included a general description of the litigation (without naming the case or the Parties), BrownGreer’s role in the potential Settlement program, a redacted copy of the Summary Email Notice, the IP address from which we would send the emails, the approximate number of emails that we would send through the ISP to its customers, and a point of contact for any follow-up or questions about the Summary Email Notice campaign. Following Preliminary Approval, we contacted these ISPs again on August 5, 2014 to provide the then-public specifics of the proposed Settlement, including a copy of the Summary Email Notice that the Court approved on July 29, 2014 that we would be sending to Settlement Class Members at each ISP. We continually monitored ISP activity throughout the Summary Email Notice campaign to detect any abnormal email activity or trends.

**16. *Email Authentication and Display Analysis.*** BrownGreer formatted the Summary Email Notice to include authentication methods that demonstrate the Summary Email Notice originated from a reliable source. These email authentication measures included Domain Keys Identified Mail<sup>3</sup> (“DKIM”) records, Sender Policy Framework<sup>4</sup> (“SPF”) records, and unique signatures for all emails. BrownGreer further ensured that the Summary Email Notice satisfied the technical requirements listed in the CAN-SPAM Act and the preferred formatting guidelines for the most heavily used ISPs. BrownGreer additionally previewed the Summary

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<sup>3</sup> DKIM is an email validation system designed to detect unauthorized emails by allowing receiving mail exchanges to confirm that incoming mail from the domain is authorized by that domain’s administrators.

<sup>4</sup> SPF is an email validation system designed to detect unauthorized emails by allowing receiving mail exchanges to confirm that incoming mail from the host operating the email service is authorized by that domain’s administrators.

Email Notice as it would appear through the 30 most popular ISPs, including Google, AOL, Yahoo, and Microsoft, to confirm appropriate display and layout.

**17. *Initial Email Notices.*** Beginning on August 12, 2014, and concluding on August 27, 2014, BrownGreer issued Summary Email Notices to 12,342,003 unique Settlement Class Members with facially valid email addresses in Capital One's Class List. BrownGreer issued the Summary Email Notices in intentionally calculated waves of emails at set intervals each day to allow us to monitor ISP responses to the surge in email traffic and maintain a satisfactory IP address reputation. The Summary Email Notice, presented as Attachment 2 to this Declaration, included the Class Member's unique Notice ID and implemented the language and presentation the Court approved in its Preliminary Approval Order. The Summary Email Notice further utilized an embedded HTML text format and excluded pictures, tables, images, attachments, or any other elements that could potentially increase the likelihood that the message would be blocked by ISPs or SPAM filters. Each Summary Email Notice included a unique message identifier to track instances of "soft" and "hard" bounces indicating temporary or permanent undeliverability. "Soft bounces" are emails that reach the mail server, but are returned for temporary reasons that include an unresponsive ISP server or the recipient's mailbox being full. "Hard bounces" are emails that are permanently undeliverable for reasons that include a deleted account or the recipient blocking the sender's server. The initial Email Notice effort reached 10,274,732 unique Settlement Class Members.

**18. *Follow-up Effort Email Notices.*** BrownGreer received "hard bounce" undeliverability notifications for Summary Email Notices sent to 1,541,850 unique Settlement Class Members, and we did not attempt additional email Notice to these individuals. BrownGreer received initial "soft bounce" notifications for Summary Email Notices sent to

525,421 unique Settlement Class Members. BrownGreer attempted a second Email Notice effort to these Settlement Class Members and received second soft bounces for 127,729 unique Settlement Class Members. BrownGreer attempted a third Email Notice effort to these Settlement Class Members and received third soft bounces for 87,356 unique Settlement Class Members. Following second and third Email Notice efforts, we were ultimately able to reach 438,065 unique Settlement Class Members whose previous Email Notices had soft bounced.

**19. *Courtesy Email Reminder Campaign.*** On October 31, 2014, Class Counsel requested that BrownGreer develop and conduct a courtesy email reminder campaign at Class Counsel's own expense. BrownGreer developed a draft courtesy reminder email, presented as Attachment 3 to this Declaration, and identified a population of 10,318,781 Settlement Class Members who received a Summary Email Notice, did not request to be removed from future email communications from the Claims Administrator, and had not yet filed a claim with the Settlement Program. Upon receiving approval from the Parties to proceed, BrownGreer commenced the email reminder campaign on November 7, 2014. As with the Summary Email Notice campaign, BrownGreer is utilizing the wave method of issuing reminder emails to maximize deliverability. To afford Settlement Class Members at least a full week to read and act upon the reminder email, BrownGreer will issue all email reminders by Wednesday, November 19, 2014.

**D. THE POSTCARD COMPONENT OF THE NOTICE PROGRAM.**

**20. *Mailing Address Enhancement Efforts.*** Before issuing any Postcard Notices, BrownGreer ran each mailing address in the Class List through four database analytic tools: (1) the USPS's National Change of Address ("NCOA") database;<sup>5</sup> (2) the Coding Accuracy

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<sup>5</sup> The NCOA database contains records of all permanent change of address submissions received by the USPS from individuals and businesses. When we submit the Class List to the database, the system returns an address from

Support System<sup>6</sup> (“CASS”) to ensure the accuracy of ZIP and ZIP + 4 codes and completeness of addresses; (3) Delivery Point Validation<sup>7</sup> (“DPV”) data to confirm the accuracy of and deliverability to the addresses by checking the addresses against valid deliverable addresses according to the USPS; and (4) the Locatable Address Conversion System<sup>8</sup> (“LACS”) to compare addresses with USPS data and update them where there are rural route address changes or emergency services address updates. BrownGreer thereafter updated the Class data where this research returned an address record that differed from that in the Class List.

**21. *Initial Postcard Notices.*** Beginning on August 13, 2014, and concluding on August 28, 2014, BrownGreer issued Summary Postcard Notices to 4,303,218 unique Settlement Class Members with facially valid mailing addresses in the Class List for whom Capital One did not have an email address or who, despite the availability of an email address, had opted out of receiving communications from Capital One. This Postcard Notice, presented as Attachment 4 to this Declaration, contained the Class Member’s unique Notice ID and implemented the language and presentation the Court approved in its Preliminary Approval Order. The Postcard Notice also included a tear-off postage pre-paid return Claim Form for ease of Class Member use and participation. This initial Postcard Notice effort reached 3,533,411 unique Settlement Class Members.

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USPS data based on a comparison with the Class Member’s name and last known address.

<sup>6</sup> CASS is a certification process to standardize the address format and ensure the accuracy of ZIP and ZIP + 4 codes. When we submit the Class List to the database, the system compares and updates ZIP and ZIP + 4 codes drawn from USPS data.

<sup>7</sup> DPV confirms addresses against known addresses in the USPS system to verify accuracy and to confirm that mail is deliverable to a particular address. The system verifies deliverability and identifies potential deficiencies in addresses.

<sup>8</sup> LACS software compares addresses against USPS data for a physical emergency services response address or street renaming (for example, from Rural Route 2 Box 5 to 123 Main Street).

**22. *Address Curing Efforts for Returned Mail.*** When the USPS could not deliver a Summary Postcard Notice, it returned the postcard to BrownGreer. For 8,045 pieces of mail returned as of November 17, 2014, the USPS affixed a forwarding address on the returned postcard, and we attempted or will attempt a second-effort Postcard Notice at that forwarding address. For 955,375 total pieces of returned mail, the returned Summary Postcard Notice did not include a forwarding address from the USPS. For those postcards, we ran the Settlement Class Member's mailing information through the LexisNexis address compendium to search for updated address information. LexisNexis maintains a repository of unique name and address combinations, and a search for an updated address can be conducted using Social Security Number, name, address, or combinations of this information. If LexisNexis returned an address different from the address to which the Summary Postcard Notice was originally mailed, as occurred for 734,256 of the 955,375 total pieces of returned mail, we issued or will issue a second-effort Postcard Notice to that updated address.

**23. *Follow-up Effort Postcard Notices.*** Between August 28, 2014 and September 26, 2014, BrownGreer issued Summary Postcard Notices on a rolling basis to 1,629,206 unique Settlement Class Members whose Summary Email Notices proved undeliverable. BrownGreer additionally issued Summary Postcard Notices throughout September and October to 423,486 unique Settlement Class Members whose Summary Postcard Notices were returned with updated addresses from the USPS or for whom we were able to obtain updated addresses through LexisNexis. The secondary Postcard Notice effort thus far has reached 1,843,008 unique Settlement Class Members. BrownGreer will continue to issue Summary Postcard Notices through the November 26, 2014 claim filing deadline to

Settlement Class Members whose Postcard Notices are returned as undeliverable.<sup>9</sup>

**E. THE ONLINE PUBLICATION NOTICE COMPONENT OF THE NOTICE PROGRAM.**

**24. *Internet Banner Notice.*** In consultation with the Parties, BrownGreer developed a Banner Notice containing clear and noticeable information alerting viewers of the existence of the Settlement, summarizing key program information, and providing an embedded link to the Settlement Website where the Amended Settlement Agreement, Detailed Notice, Claim Form, and other Settlement information and documentation could be easily accessed. The Banner Notices appeared from August 28, 2014 through September 28, 2014 on 40 intentionally selected websites across Google's DoubleClick advertising display network that were targeted based on interests, gender, age, content topic, and geography. The Banner Notice campaign enjoyed 19,323,714 impressions over the display period, resulting in more than 7,600 click throughs to the Settlement Website. Attachment 5 to this Declaration presents the complete list of websites that displayed the Banner Notice, as well as detail on the Banner Notice campaign's results. Table 1 below presents summary Banner Notice campaign results.

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<sup>9</sup> BrownGreer issued a Notice to 100% of known Class Members by August 28, 2014. A small percentage of Class Members (approximately 1.2% of the estimated Class), most of whom were initially part of a multi-step Email Notice effort, presented unique scenarios where BrownGreer did not receive from the United States Postal Service the initial Postcard Notice returned as undeliverable until October, and the process for analyzing that returned mail, researching and receiving curative addresses, updating the class records with the new addresses, and printing new Notices led to those Class Members' iterative second-or-later-effort Postcard Notices not being mailed until on or after the October 27, 2014 Opt Out and Objection deadline. Accordingly, we have excluded those Class Members from the calculated Notice reach, though the vast majority of them will, in fact, receive direct Notice of the Settlement.

<b>Table 1</b>	<b>Results of Banner Notice Campaign</b>				
<b>Advertisement Location</b>	<b>Clicks<sup>10</sup></b>	<b>Impressions<sup>11</sup></b>	<b>CTR<sup>12</sup></b>	<b>Avg. CPC<sup>13</sup></b>	<b>Avg. CPM<sup>14</sup></b>
Google Display Network	7,668	19,323,714	0.04%	\$0.80	\$0.32

The three different-sized Banner Notices that appeared during the Notice campaign are presented as Attachment 6 to this Declaration, and placement simulations for the Banner Notices are presented as Attachment 7.

**25. Paid Search Keywords and Phrases.** The paid search component of the Notice campaign involved the use of targeted keywords on the top three Internet search engines: Google, Yahoo! and Bing. In consultation with the Parties, BrownGreer developed a list of 201 keywords and phrases as relevant to this Settlement Program. The Google and Bing (which also owns Yahoo!) platforms present paid terms when a user's search enjoys high relevance to the selected keywords, and then the platforms rank the results in appearance order by a computed value based on the dollar amount of the bid set for that particular keyword. When Internet visitors searched for these keywords or keyword combinations, the Settlement Website link and description displayed at the top of the list of results for the search query. The paid search element of the Notice campaign began on August 28, 2014, and concluded on September 28, 2014. Google, Yahoo!, and Bing users conducted more than 66,700 relevant keyword and phrase searches over the paid search campaign, resulting in more than 3,800 click throughs to the Settlement Website. The full list of keywords and phrases with details regarding clicks and

<sup>10</sup> "Clicks" are the number of times users click on an ad, via a mouse, touchscreen, or other interface.

<sup>11</sup> "Impressions" are the number of times an ad is displayed to users.

<sup>12</sup> "CTR" is the "click through rate," calculated by dividing Clicks by Impressions.

<sup>13</sup> "Avg. CPC" is the average amount of spend per Click.

<sup>14</sup> "Avg. CPM" is the average amount of spend for every thousand impressions of an ad.

impressions is presented as Attachment 8 to this Declaration. Examples of the paid search listings as displayed on the search engines are presented as Attachment 9. Table 2 below summarizes the paid search campaign's results.

<b>Table 2</b>	<b>Results of Paid Search Campaign</b>					
<b>Row</b>	<b>Advertisement Location</b>	<b>Clicks</b>	<b>Impressions</b>	<b>CTR</b>	<b>Avg. CPC</b>	<b>Avg. CPM</b>
<b>1.</b>	Google AdWords	1,777	48,331	3.68%	\$1.10	\$40.37
<b>2.</b>	Bing/Yahoo!	2,120	18,463	11.48%	\$0.08	\$8.68

#### **IV. OPT OUTS AND OBJECTIONS**

**26. *Opt Outs.*** Sections 10.01 and 10.02 of the Amended Settlement Agreement and Paragraph 14 of the Preliminary Approval Order required that potential Settlement Class Members who wished to exclude themselves from the Settlement Class mail written requests to the Claims Administrator by the Opt Out Deadline of October 27, 2014. A valid exclusion request was required to include (1) the Settlement Class Member's name, (2) the Settlement Class Member's address, (3) the phone number(s) at which the Settlement Class Member alleged he or she received a call during the Class Period from at least one of the Defendants, and (4) a statement requesting exclusion from the Settlement Class. Pursuant to Section 10.02 of the Amended Settlement Agreement, BrownGreer established a secure File Transfer Protocol ("FTP") site<sup>15</sup> to provide to the Parties copies of each exclusion request that it received, as well as a summary report of its findings. The secure FTP site will remain open and used continually to transfer copies of any exclusion requests received until the claim

<sup>15</sup> The "FTP" site is an online-based access-restricted network protocol used to transfer computer files from one host to another.

form submission deadline on November 26, 2014. As of the date of this Declaration, BrownGreer has processed valid exclusion requests from 457 individuals and invalid exclusion requests from 96 individuals. On October 7, 2014, the Parties requested that BrownGreer develop and issue a “Notice of Invalid Request for Exclusion,” presented as Attachment 10 to this Declaration, to those Settlement Class Members who submitted incomplete or invalid exclusion requests to notify them of the defects in their attempted opt outs and allow these persons an opportunity to cure them. BrownGreer issued Notices of Invalid Request for Exclusion to 111 individuals between October 9, 2014, and October 24, 2014.<sup>16</sup> In response to these Notices of Invalid Request for Exclusion, 52 individuals submitted valid exclusion requests on their second attempt, while 59 individuals either did not respond or submitted another invalid request. Attachment 11 to this Declaration identifies the 457 potential Class members who submitted complete, timely, and otherwise valid exclusion requests, and Attachment 12 identifies the 96 individuals who submitted invalid exclusion requests, of which nine are invalid solely because they were postmarked after the October 27, 2014 Opt Out Deadline.

**27. *Objections.*** Section 10.03 of the Amended Settlement Agreement and Paragraphs 17 and 18 of the Preliminary Approval Order required that Settlement Class Members submit any and all objections to the Court by the Objection Deadline, October 27, 2014. In consultation with the Parties, BrownGreer researched those Settlement Class Members who, as of November 16, 2014, had objected to the Amended Settlement Agreement, and found that (1) all 18 objectors are known Settlement Class Members and (2)

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<sup>16</sup> We did not issue Notices of Invalid Request for Exclusion after October 24, 2014 because it was unlikely that individuals sent such a Notice would receive it in reasonable time to respond by the October 27, 2014 Opt Out Deadline. Thirty-two individuals submitted invalid exclusion requests and did not receive the Notice of Invalid Request for Exclusion because of this timing cutoff.

nine of the 18 objectors had also filed claims seeking to receive benefits from the Settlement Program. Attachment 13 to this Declaration provides additional details regarding the 18 individuals who the Parties have identified as objectors.

## **V. NOTICE PLAN REACH**

**28. *Individual Email Notice Reach.*** The Email Notice campaign successfully delivered timely Notice to 10,712,797 known, unique Settlement Class Members, reflecting approximately 64.36% of the known Settlement Class and 61.14% of the estimated total Settlement Class.

**29. *Postcard Notice Reach.*** The Postcard Notice campaign successfully delivered timely Notice to 5,376,419 known, unique Settlement Class Members, reflecting approximately 32.30% of the known Settlement Class and 30.69% of the estimated total Settlement Class.

**30. *Overall Notice Reach.*** The combined Email and Postcard Notice campaigns successfully delivered timely Notice to 16,089,216 known, unique Settlement Class Members, reflecting approximately 96.66% of the known Settlement Class and 91.83% of the estimated total Settlement Class.

## **VI. CLASS MEMBER PARTICIPATION**

**31. *Website Activity.*** To date, the Settlement Website has received 758,796 total visits from 610,401 unique visitors. These visitors have viewed the Settlement Program's FAQs 117,160 times, and have downloaded important Settlement documents 17,495 times. The Settlement Website's "Mail Me Documents" feature was used by 244 persons. BrownGreer fulfilled each of those requests by sending a combination of 207 copies of the Settlement Agreement, 131 copies of the Detailed Notice, and 162 Claim Forms. Attachment 14 to this Declaration provides further detail on these website analytics.

**32. *Call Center Activity.*** The Settlement Program's call center system had received 101,586 total inbound calls as of the date of this Declaration. Callers to the system take advantage of all of its features, with 11,531 requesting to be mailed key Settlement Program documents and 1,752 requesting a live operator callback. BrownGreer's live operator call center agents thoroughly analyzed all voicemails and initiated outbound calls to all 1,752 individuals requiring a callback. Attachment 15 to this Declaration provides further telephone system analytics.

**33. *Claim Submission Methods.*** Pursuant to Sections 9.01 and 9.02 of the Amended Settlement Agreement, BrownGreer established four user-friendly methods through which Settlement Class Members can file claims in this Settlement Program:

- (a) *Online:* The Settlement Website allows Settlement Class Members to submit claims online easily and quickly in two ways: (1) Settlement Class Members who received a direct notice can supply their unique Notice IDs included in that notice, and the online platform leverages the Class List to pre-fill a Claim Form and present that form on the screen for the individual to read and either verify as accurate or edit if any contact information has changed; and (2) Settlement Class Members who either did not receive direct notice or who did receive it but can no longer locate it can submit a Claim Form online without supplying a Notice ID and by providing the claim details the system otherwise would have pre-filled for the individual.
- (b) *Telephone:* The automated component of the Settlement Program's toll-free phone system allows Settlement Class Members easily and quickly to use a touch-tone telephone to supply their Notice IDs and submit a claim. Upon hearing the welcome prompt in the system, the caller must simply press "1" to indicate an intent to file a claim. The caller can then enter his or her Notice ID, and the system automatically searches for the Settlement Class Member in the Class List and reads back to the caller his or her name, address, and cell phone number, allowing the Class Member to confirm correct information and file the claim.
- (c) *Postcard:* Settlement Class Members who received the Summary Postcard Notice can sign and return the postage pre-paid tear-off Postcard Claim Form affixed to the Summary Postcard Notice. That Postcard Claim Form includes a unique barcode that allows us to identify the recipient's complete Class record upon our receipt of the postcard.

- (d) *Printed Long-Form*: The Home Page of the Settlement Website includes a “Print a Claim Form” link for Settlement Class Members who want to access a PDF of the Long-Form Claim Form. The same PDF is available on the Important Documents Page of the Settlement Website. Settlement Class Members can fill in each field and return a printed hard copy of the PDF by mail to the Settlement Program Post Office Box. BrownGreer then uses data capture software to increase Program efficiency and avoid manual data entry of the information presented in the Claim Form where possible. Settlement Class Members can submit the Long-Form Claim Form with or without a Notice ID.

**34. *Notices of Incomplete Claim Forms.*** As of November 16, 2014, the Settlement Program had received hard copy Claim Forms from 5,574 Settlement Class Members that omitted critical information, such as Name, Address, signature, or the cell phone number at which the individual alleged he or she received a call from one of the Defendants. In consultation with the Parties and pursuant to Section 9.02 of the Amended Settlement Agreement, BrownGreer developed and issues to deficient claimants the “Notice of Incomplete Claim Form” attached to this Declaration as Attachment 16. This Notice affords claimants 35 days to return a curative Claim Form. As Settlement Class Members respond to the Notice, BrownGreer analyzes the response and determines whether the claimant cured the claim’s initial deficiency. As of the date of this Declaration, we have issued 4,892 Notices of Incomplete Claim Form.

**35. *Claims Received to Date.*** As of November 16, 2014, through all four available methods of claim submission, the Settlement Program had received a total of 1,284,834 unique claims, reflecting a 7.72% rate of participation of known Settlement Class Members and 7.33% of the entire estimated Settlement Class.<sup>17</sup> This rate of participation exceeds that of other similar

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<sup>17</sup> BrownGreer analyzed the Class List and participating claimant population continually for potential duplicates to ready for appropriate payment treatment at the Program’s close. For the purposes of this Declaration, we consider a filed claim a duplicate if the Social Security Number of the filer exactly matches the Social Security Number of another participating claimant or, in the case of those claimants who file without a Social Security Number or the claimant’s Social Security Number is not available in the class member records, where the name and address that the claimant provides matches exactly the name and address of another claim filed. Applying this strict duplicate analysis reduces the number of payable claims from 1,384,806 to 1,284,834.

consumer settlement programs, reflecting the effectiveness of the Notice Plan and Settlement Program design.

**36. *Claims Received After this Declaration.*** The Preliminary Approval Order set (1) November 26, 2014 as the claim submission deadline and (2) December 9, 2014 as the Final Approval Hearing date in this Settlement Program. BrownGreer will continue to track and analyze claims submitted following the filing of this Declaration and will submit for the Court a final detail of timely and untimely claims in advance of the December 9, 2014 Final Approval Hearing. Projecting from the presently available data suggests that the Program will receive unique claims from approximately 68,000 additional Class Members through the November 26, 2014, which would result in an estimated total of approximately 1,352,000 eligible claimants, reflecting an 8.12% rate of participation of known Settlement Class Members and 7.72% of the entire estimated Settlement Class.

## **VII. COST OF NOTICE AND ADMINISTRATION**

**37. *Notice Cost and Administrative Handling.*** The combined, approximate cost to date to implement the Notice Plan and handle the administration of claims and class member support for this Settlement Program is \$3,906,500. This includes costs for postage, paper, and other necessary direct pass-through expenses totaling \$2,683,000 and administration fees of \$1,223,500. Assuming that 1,352,000 unique Settlement Class Members file eligible claims, BrownGreer presently projects that the final total cost of Notice and administration will be approximately \$4,998,500, which includes \$3,668,000 in projected pass-through expenses and \$1,330,500 in fees.

**38. *Estimated Pro Rata Benefits Projection.*** Using the number of known claims received to date, and incorporating the attorneys' fees and service awards Class Counsel

requested in their September 29, 2014 motion (Document Nos. 175-177), as well as the estimated cost of Notice and administration, eligible claimants would receive individual benefit payments in the estimated amount of \$37.24, as demonstrated in Tables 3, 4, and 5 below.

<b>Table 3</b>	<b>Estimated Program Costs (Based Upon Claims Received to Date)</b>	
<b>Row</b>	<b>Item</b>	<b>Amount</b>
<b>1.</b>	Class Counsel Fees	\$22,636,529.62
<b>2.</b>	Named Plaintiff Awards	\$25,000
<b>3.</b>	Est. Notice & Administration Costs	\$4,952,200
<b>4.</b>	<b>Est. Program Costs</b>	<b>\$27,613,729.62</b>

<b>Table 4</b>	<b>Estimated Amount Available for Class Members (Based Upon Claims Received to Date)</b>	
<b>Row</b>	<b>Item</b>	<b>Amount</b>
<b>1.</b>	Settlement Fund Amount	\$75,455,098.74
<b>2.</b>	Est. Program Costs	\$27,613,729.62
<b>3.</b>	<b>Est. Amount Available</b>	<b>\$47,841,369.12</b>

<b>Table 5</b>	<b>Estimated Payments to Class Members (Based Upon Claims Received to Date)</b>	
<b>Row</b>	<b>Item</b>	<b>Amount</b>
<b>1.</b>	Est. Amount Available	\$47,841,369.12
<b>2.</b>	Est. Unique Claimants	1,284,834
<b>3.</b>	<b>Est. Pro Rata Payment</b>	<b>\$37.24</b>

Performing the same calculation, using instead the estimated number of projected claims through the Filing Deadline, results in an estimated individual benefit payment of \$35.35, as demonstrated in Tables 6, 7, and 8 below.

<b>Table 6</b>	<b>Estimated Program Costs (Including Projected Future Claims Filed)</b>	
<b>Row</b>	<b>Item</b>	<b>Amount</b>
<b>1.</b>	Class Counsel Fees	\$22,636,529.62
<b>2.</b>	Named Plaintiff Awards	\$25,000
<b>3.</b>	Est. Notice & Administration Costs	\$4,998,500
<b>4.</b>	<b>Est. Program Costs</b>	<b>\$27,660,029.62</b>

<b>Table 7</b>	<b>Estimated Amount Available for Class Members (Including Projected Future Claims Filed)</b>	
<b>Row</b>	<b>Item</b>	<b>Amount</b>
<b>1.</b>	Settlement Fund Amount	\$75,455,098.74
<b>2.</b>	Est. Program Costs	\$27,660,029.62
<b>3.</b>	<b>Est. Amount Available</b>	<b>\$47,795,069.12</b>

<b>Table 8</b>	<b>Estimated Payments to Class Members (Including Projected Future Claims Filed)</b>	
<b>Row</b>	<b>Item</b>	<b>Amount</b>
<b>1.</b>	Est. Amount Available	\$47,795,069.12
<b>2.</b>	Est. Unique Claimants	1,352,000
<b>3.</b>	<b>Est. Pro Rata Payment</b>	<b>\$35.35</b>

### **VIII. CONCLUSION**

**39. Notice Plan Success.** The foregoing establishes that the Notice Plan was implemented fully, properly, and successfully.

I, Orran L. Brown, declare under penalty of perjury pursuant to 28 U.S.C. § 1746 that the foregoing is true and correct. Executed on this 18<sup>th</sup> day of November, 2014.



Orran L. Brown, Sr.

# ATTACHMENT 1:

## **CAFA Notice Letter and Supporting Documents**



ORRAN L. BROWN, JR.

DIRECT DIAL: (804) 521-7196  
OBROWNJR@BROWNGREER.COM

July 24, 2014

**By U.S. Priority Mail Express**

Federal and State Officials  
Identified in the Attached Exhibit A

**Re: NOTICE UNDER THE CLASS ACTION FAIRNESS ACT OF 2005,  
28 U.S.C. § 1711 *et seq.***

***In re: Capital One Telephone Consumer Protection Act Litigation,*  
**United States District Court for the Northern District of Illinois,  
Master Docket No. 1:12-cv-10064, MDL No. 2416****

Dear Sir or Madam:

Pursuant to the Class Action Fairness Act of 2005, 28 U.S.C. § 1711 *et seq.* ("CAFA"), I provided notice on June 23, 2014, on behalf of the parties to the action referenced above regarding a settlement proposed for preliminary approval on June 13, 2014. In that notice, I noted that the Court ordered the parties on June 17, 2014, to amend and re-file their preliminary approval papers in advance of a July 29, 2014, preliminary approval hearing. The parties did so on July 14, 2014, and this transmission constitutes the notice required by CAFA for that amended proposal for preliminary settlement approval. The proposed class definition, business practice changes, settlement fund amount, and release language in the amended settlement agreement are identical to the original settlement agreement.

The proposed settlement resolves the consolidated master class action lawsuit, brought by Bridgett Amadeck, Tiffany Alarcon, Charles C. Patterson, David Mack, and Andrew Kalik ("Plaintiffs"), alleging that Capital One and its vendors, Capital Management Systems, LP, Leading Edge Recovery Solutions, LLC, and AllianceOne Receivables Management, Inc. (collectively, "Participating Vendors"), (collectively, "Defendants") violated the Telephone Consumer Protection Act ("TCPA"), 47 U.S.C. § 227 *et seq.*, by contacting Plaintiffs and class members on their cellular telephones via an "automatic telephone dialing system" and/or by using "an artificial or precoded voice" without express consent to do so. Defendants deny that they violated the TCPA and otherwise deny liability.

Pursuant to CAFA Section 1715(b)(1) through (8), the enclosed CD provides you with the following:

1. A copy of Plaintiffs' Consolidated Master Class Action Complaint (filed February 28, 2013) and their Amended Consolidated Master Class Action

Complaint (filed June 13, 2014). No other materials were filed with either the Complaint or the Amended Complaint.

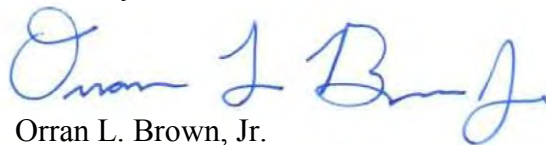
2. The Court's June 17, 2014, Notification of Docket Entry scheduling a preliminary approval hearing for July 29, 2014, at 11:00 a.m.
3. A copy of the Notice to be issued to the Class, addressing the matters referenced in CAFA §1725(b)(3)(A) and (B).
4. A copy of the Amended Settlement Agreement and Release between the parties. Counsel did not make any contemporaneous settlements or agreements that are not included in the Amended Settlement Agreement and Release.

The proposed settlement class includes users of approximately 21.2 million unique cell phone numbers to which Capital One placed calls from January 18, 2008, through June 30, 2014 and/or to which the Participating Vendors placed calls from February 28, 2009, through June 30, 2014. Defendants indicate that it is not feasible to provide the names of class members who reside in each State or the estimated proportionate share of the claims of such members to the entire settlement. Pursuant to CAFA §1725(b)(7)(B), the table presented in the enclosed Exhibit B sets out the most reasonable estimate available of the number of class members residing in each State, as determined by the preliminary class data available and related representations of counsel. Class members who file a qualified claim would receive a cash award on a *pro rata* basis out of a \$75,455,098.74 settlement fund, after deductions for Court-approved attorneys' fees and costs, Court-approved incentive awards to the Plaintiffs, and costs of notice and claims administration. Class Counsel estimate awards in the range of \$20 to \$40 per eligible, participating class member.

There are no judicial opinions relating to the Settlement Agreement and Release or the proposed notice plan. There is no final judgment or notice of dismissal.

Please contact me if you would like any further information.

Sincerely,

A handwritten signature in blue ink, appearing to read "Orran L. Brown, Jr.", is positioned above the printed name.

Orran L. Brown, Jr.  
BrownGreer PLC, Proposed Claims Administrator

Enclosures

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*Attorneys for Plaintiffs*

# EXHIBIT A

## FEDERAL AND STATE OFFICIALS RECIPIENT LIST

***In re: Capital One Telephone Consumer Protection Act Litigation***

United States District Court for the Northern District of Illinois

Master Docket No. 1:12-cv-10064, MDL No. 2416

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21.	Curry	Thomas J.	Comptroller of the Currency	Office of the Comptroller of the Currency (OCC)	400 7th Street SW	Suite 3E-218		Washington	DC	20219-0006
22.	Holder, Jr.	Eric H.	United States Attorney General	United States Office of the Attorney General	U. S. Department of Justice	950 Pennsylvania Ave NW		Washington	DC	20530-0001
23.	McPherson	Chester A.	Commissioner	Department of Insurance, Securities and Banking	810 First Street NE	Suite 700		Washington	DC	20002-8023
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27.	Sneed	Horace	Director, Litigation Division	Office of the Comptroller of the Currency (OCC)	250 E Street SW			Washington	DC	20219-0002
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30.	Glen	Robert A.	Commissioner	Office of the State Bank Commissioner	555 East Loockerman Street			Dover	DE	19901
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33.	Oaks	Greg	Director	Office of Financial Regulation	200 East Gaines Street			Tallahassee	FL	32399-0373
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79.	Eck	Edwin	Chief	Attorney General's Office of Consumer Protection	555 Fuller Ave			Helena	MT	59601-3394
80.	Fox	Tim	Attorney General	Office of the Attorney General	P.O. Box 201401			Helena	MT	59620-1401
81.	Hall	Melanie	Commissioner	Division of Banking & Financial Institutions	P.O. Box 200546			Helena	MT	59620-0549
82.	Cooper	Roy	Attorney General	Office of the Attorney General	9001 Mail Service Center			Raleigh	NC	27699-9000
83.	Goodwin	Wayne	Commissioner	Department of Insurance, Agent Services Division	401 Glenwood Ave.			Raleigh	NC	27603-1219
84.	Grace	Ray	Commissioner of Banks	Office of the Commissioner of Banks	4309 Mail Service Center			Raleigh	NC	27699-4300
85.	Entringer	Robert J.	Commissioner	Department of Financial Institutions	2000 Schafer Street	Suite G		Bismarck	ND	58501-1204
86.	Stenehjem	Wayne	Attorney General	Office of the Attorney General	State Capitol	600 East Boulevard Avenue	Dept. 125	Bismarck	ND	58505-0602
87.	Bruning	Jon	Attorney General	Office of the Attorney General	2115 State Capitol			Lincoln	NE	68509
88.	Gale	John A.	Secretary of State	N/A	P.O. Box 94608			Lincoln	NE	68509-4608
89.	Pont	Ray A.	Acting Director	Nebraska Department of Banking and Finance	P.O. Box 95006			Lincoln	NE	68509-5006
90.	Foster	Joseph A.	Attorney General	Office of the Attorney General	33 Capitol Street			Concord	NH	03301-6310
91.	Perlow	Glenn A.	Bank Commissioner	New Hampshire Banking Department	53 Regional Drive	Suite 200		Concord	NH	03301-8500
92.	Hoffman	John Jay	Attorney General	Office of the Attorney General	RJ Hughes Justice Complex	8th Floor, West Wing	25 Market Street	Trenton	NJ	08611-2148
93.	Kobylowski	Kenneth E.	Commissioner	Department of Banking & Insurance	P.O. Box 40			Trenton	NJ	08626-0040
94.	Lee	Steve C.	Acting Director	Department of Public Law and Safety Division of Consumer Affairs	124 Halsey Street			Newark	NJ	07102-3017
95.	Cruz	Jose	Industry Manager	New Mexico Financial Institutions Division	P.O. Box 25101			Santa Fe	NM	87504-5101
96.	King	Gary K.	Attorney General	Office of the Attorney General	408 Galisteo Street	Villagra Building		Santa Fe	NM	87501-2645

Row	Last Name	First Name	Office/Title	Department	Address 1	Address 2	Address 3	City	State	Zip Code
97.	Ortega	Edmund	Industry Manager	New Mexico Financial Institutions Division	P.O. Box 25101			Santa Fe	NM	87504-5101
98.	Burns	George E.	Commissioner	Nevada Department of Business and Industry Division of Financial Institutions	2785 E. Desert Inn Rd.			Las Vegas	NV	89121-3626
99.	Masto	Catherine Cortez	Attorney General	Office of the Attorney General	100 North Carson Street			Carson City	NV	89701-4717
100.	Lawsy	Benjamin M.	Superintendent of Financial Services	Department of Financial Services	One State Street			New York	NY	10004-1511
101.	Perales	Cesar A.	Secretary of State	Department of State Division of Consumer Protection	1 NYS Sec. of State			Albany	NY	12231-0001
102.	Schneiderman	Eric	Attorney General	Office of the Attorney General	Department of Law - The Capitol	2nd Floor		Albany	NY	12224
103.	Dewine	Mike	Attorney General	Office of the Attorney General	30 East Broad Street	14th Floor		Columbus	OH	43215-3414
104.	Dolezal	Charles J.	Superintendent	Department of Commerce Division of Financial Institutions	77 South High Street	21st Floor		Columbus	OH	43215-6120
105.	Husted	Jon	Secretary of State	N/A	180 E. Broad St.	16th Floor		Columbus	OH	43215-3726
106.	Pruitt	E. Scott	Attorney General	Office of the Attorney General	313 NE 21st Street			Oklahoma City	OK	73105-3207
107.	Thompson	Mick	Commissioner	Oklahoma Banking Department	2900 North Lincoln Boulevard			Oklahoma City	OK	73105-4226
108.	Rosenblum	Ellen F.	Attorney General	Office of the Attorney General	Oregon Department of Justice	1162 Court Street NE		Salem	OR	97301-4096
109.	Tatman	David C.	Administrator	Division of Finance and Corporate Securities	350 Winter St. NE	Rm. 410		Salem	OR	97301-3881
110.	Kane	Kathleen	Attorney General	Office of the Attorney General	16th Floor, Strawberry Square			Harrisburg	PA	17120-0001
111.	Moyer	Glenn E.	Secretary of Banking and Securities	Pennsylvania Department of Banking and Securities	17 North Second Street	Suite 1300		Harrisburg	PA	17101-1642
112.	Blanco Latorre	Lic. Rafael	Commissioner	Commissioner of Financial Institutions of Puerto Rico	P.O. Box 11855			San Juan	PR	00910-3855

Row	Last Name	First Name	Office/Title	Department	Address 1	Address 2	Address 3	City	State	Zip Code
113.	Miranda	Cesar	Attorney General	Office of the Attorney General	P.O. Box 9020192			San Juan	PR	00902-0192
114.	Kilmartin	Peter	Attorney General	Office of the Attorney General	150 South Main Street			Providence	RI	02903-2907
115.	Torti	Joseph	Deputy Director & Superintendent of Banking	Dept. of Business Regulation, Division of Banking	1511 Pontiac Avenue	Building 68-2		Cranston	RI	02920-4407
116.	Grube Lybarker	Carri	Administrator	Dept. of Consumer Affairs	P.O. Box 5757			Columbia	SC	29250-5757
117.	Jacobs	Louie A.	Commissioner of Banking	N/A	1205 Pendleton Street	Suite 305		Columbia	SC	29201-3751
118.	Wilson	Alan	Attorney General	Office of the Attorney General	P.O. Box 11549			Columbia	SC	29211-1549
119.	Afdahl	Bret	Director of Banking	Division of Banking	South Dakota Department of Labor and Regulation Division of Banking	1601 N. Harrison Avenue, Suite 1		Pierre	SD	57501-2376
120.	Jackley	Marty J.	Attorney General	Office of the Attorney General	1302 E. Highway 14	Suite 1		Pierre	SD	57501-8501
121.	Cooper, Jr.	Robert E.	Attorney General	Office of the Attorney General and Reporter	P.O. Box 20207			Nashville	TN	37202-4015
122.	Gonzales	Greg	Commissioner	Tennessee Department of Financial Institutions	400 Deaderick Street	6th Floor		Nashville	TN	37243-1403
123.	Howard	Bart	Chairperson	Department of Commerce and Insurance, Collection Service Board	500 James Robertson Pkwy			Nashville	TN	37243-1155
124.	Abbott	Greg	Attorney General	Office of the Attorney General	P.O. Box 12548			Austin	TX	78711-2548
125.	Cooper	Charles G.	Commissioner	Texas Department of Banking	2601 N. Lamar Blvd	Suite 300		Austin	TX	78705-4261
126.	Berg	Kathy	Director	Utah Dept. of Commerce, Division of Corporations & Commercial Code	P.O. Box 146705			Salt Lake City	UT	84114-6705
127.	Leary	Ed	Commissioner	Utah Department of Financial Institutions	P.O. Box 146800			Salt Lake City	UT	84114-6800
128.	Reyes	Sean	Attorney General	Office of the Attorney General	Utah State Capitol Complex	350 North State Street	Suite 230	Salt Lake City	UT	84114-0002

Row	Last Name	First Name	Office/Title	Department	Address 1	Address 2	Address 3	City	State	Zip Code
129.	Face, Jr.	E. Joseph	Commissioner of Financial Institutions	State Corporation Commission Bureau of Financial Institutions	P.O. Box 640			Richmond	VA	23218-0640
130.	Gluck	Michelle	Senior Vice President and General Counsel	Federal Reserve Bank of Richmond	701 E. Byrd Street	Fl. 2		Richmond	VA	23219-4503
131.	Herring	Mark	Attorney General	Office of the Attorney General	900 East Main Street			Richmond	VA	23219-3548
132.	Francis	Gregory R.	Lieutenant Governor	Division of Banking and Insurance	No. 5049 Kongens Gade	Charlotte Amalie		St. Thomas	VI	00802
133.	Frazer	Vincent F.	Attorney General	Office of the Attorney General	Department of Justice	34-38 Kronprindsens Gade	Suite 2	St. Thomas	VI	00802-5751
134.	Candon	Thomas J.	Deputy Commissioner	Department of Financial Regulation Banking Division	89 Main Street			Montpelier	VT	05602-3167
135.	Sorrell	William H.	Attorney General	Office of the Attorney General	109 State Street			Montpelier	VT	05609-1001
136.	Ferguson	Bob	Attorney General	Office of the Attorney General	P.O. Box 40100			Olympia	WA	98504-0100
137.	Pridemore	Craig	Chair	Department of Licensing, Collection Agencies Board	P.O. Box 9045			Olympia	WA	98507-9045
138.	Riccobono	Richard	Director of Banks	Washington State Division of Banks	P.O. Box 41200			Olympia	WA	98504-1200
139.	Egide	Paul	Director	Dept. of Financial Institutions, Bureau of Consumer Affairs	P.O. Box 7876			Madison	WI	53707-7876
140.	Hollen	J.B Van	Attorney General	Office of the Attorney General	P.O. Box 7857			Madison	WI	53707-7857
141.	Mach	Michael	Administrator	Department of Financial Institutions Division of Banking	P.O. Box 7876			Madison	WI	53707-7876
142.	Cline	Sara M.	Commissioner of Banking	WV Board of Banking and Financial Institutions	West Virginia Division of Financial Institutions	900 Pennsylvania Avenue	Suite 306	Charleston	WV	25302-3542
143.	Morrissey	Patrick	Attorney General	Office of the Attorney General	State Capitol Complex	Bldg. 1	Room E26	Charleston	WV	25305

Row	Last Name	First Name	Office/Title	Department	Address 1	Address 2	Address 3	City	State	Zip Code
144.	Forkner	Albert L.	Commissioner	Wyoming Deptment of Audit Division of Banking	Herschler Building	3rd Floor East	122 West 25th Street	Cheyenne	WY	82002-0001
145.	Michael	Peter K.	Attorney General	Office of the Attorney General	123 Capitol Building	200 West 24th Street		Cheyenne	WY	82001-3642

# EXHIBIT B

## ESTIMATED CLASS MEMBERS BY STATE

*In re: Capital One Telephone Consumer Protection Act Litigation*  
United States District Court for the Northern District of Illinois  
Master Docket No. 1:12-cv-10064, MDL No. 2416

*In re: Capital One Telephone Consumer Protection Act Litigation*, MDL No. 2416

Estimated Class Members by State			
Row	State/Territory	Est. Class Members	Est. % of Total
1.	Alabama	315,000	1.5%
2.	Alaska	38,000	0.2%
3.	American Samoa	100	<0.1%
4.	Arizona	465,000	2.2%
5.	Arkansas	203,000	1.0%
6.	California	2,664,000	12.6%
7.	Colorado	378,000	1.8%
8.	Connecticut	235,000	1.1%
9.	Delaware	64,000	0.3%
10.	Florida	1,715,000	8.1%
11.	Georgia	736,000	3.5%
12.	Guam	1,000	<0.1%
13.	Hawaii	96,000	0.5%
14.	Idaho	101,000	0.5%
15.	Illinois	895,000	4.2%
16.	Indiana	418,000	2.0%
17.	Iowa	181,000	0.9%
18.	Kansas	169,000	0.8%
19.	Kentucky	257,000	1.2%
20.	Louisiana	348,000	1.6%
21.	Maine	80,000	0.4%
22.	Maryland	450,000	2.1%
23.	Massachusetts	328,000	1.5%
24.	Michigan	665,000	3.1%
25.	Military	4,500	<0.1%
26.	Minnesota	322,000	1.5%
27.	Mississippi	200,000	0.9%
28.	Missouri	374,000	1.8%
29.	Montana	59,000	0.3%
30.	Nebraska	112,000	0.5%
31.	Nevada	236,000	1.1%
32.	New Hampshire	87,000	0.4%
33.	New Jersey	664,000	3.1%
34.	New Mexico	127,000	0.6%
35.	New York	1,378,000	6.5%
36.	North Carolina	592,000	2.8%

*In re: Capital One Telephone Consumer Protection Act Litigation*, MDL No. 2416

<b>Estimated Class Members by State</b>			
<b>Row</b>	<b>State/Territory</b>	<b>Est. Class Members</b>	<b>Est. % of Total</b>
<b>37.</b>	North Dakota	42,000	0.2%
<b>38.</b>	Northern Mariana Islands	100	<0.1%
<b>39.</b>	Ohio	729,000	3.4%
<b>40.</b>	Oklahoma	247,000	1.2%
<b>41.</b>	Oregon	243,000	1.1%
<b>42.</b>	Pennsylvania	761,000	3.6%
<b>43.</b>	Puerto Rico	25,000	0.1%
<b>44.</b>	Rhode Island	75,000	0.4%
<b>45.</b>	South Carolina	270,000	1.3%
<b>46.</b>	South Dakota	45,000	0.2%
<b>47.</b>	Tennessee	402,000	1.9%
<b>48.</b>	Texas	1,753,000	8.3%
<b>49.</b>	US Virgin Islands	2,000	<0.1%
<b>50.</b>	Utah	159,000	0.8%
<b>51.</b>	Vermont	33,000	0.2%
<b>52.</b>	Virginia	555,000	2.6%
<b>53.</b>	Washington	403,000	1.9%
<b>54.</b>	Washington, DC	42,000	0.2%
<b>55.</b>	West Virginia	88,000	0.4%
<b>56.</b>	Wisconsin	328,000	1.5%
<b>57.</b>	Wyoming	39,000	0.2%
<b>58.</b>	<b>Estimated Total</b>	<b>21,198,700</b>	<b>100%</b>

# Mailing Receipts

CAPITAL ONE TCPA CAFA 7/24/14			
Print Date	Mail Date	Cost	Recipient
7/24/2014	7/24/2014	\$5.05	Sixto K. Igisomar, Director, Office of the Director of Banking, CNMI Dept of Commerce Caller Box 10007, Saipan MP 96950
7/24/2014	7/24/2014	\$5.05	Patrick Morrissey, Attorney General, Office of the Attorney General, State Capitol Complex Bldg 1 Room E26, Charleston WV 25305
7/24/2014	7/24/2014	\$5.05	Keniseli Fa'alupe Lafaele, Director, Dept. of Commerce, AP Lutali Exec Office Bldg, Pago Pago AS 96799
7/24/2014	7/24/2014	\$5.05	Jon Bruning, Attorney General, Office of the Attorney General, 2115 State Capitol, Lincoln NE 68509
7/24/2014	7/24/2014	\$5.05	Joey Patrick San Nicolas, Attorney General, Office of the Attorney General, 2nd Floor Hon Juan A Sablan Memorial Building Ca, Saipan MP 96950
7/24/2014	7/24/2014	\$5.05	Gregory R. Francis, Lieutenant Governor, Div. of Banking and Insurance, 5049 Kongens Gade, St. Thomas VI 00802-6487
7/24/2014	7/24/2014	\$5.05	Eric Schneiderman, Attorney General, Office of the Attorney General, Dept of Law The Capitol 2nd Floor, Albany NY 12224
7/24/2014	7/24/2014	\$5.05	Artemio B. Ilagan, Banking & Ins. Commr., Guam Dept. of Revenue & Taxation, P.O. Box 23607, Barrigada GU 96921-3607
7/24/2014	7/24/2014	\$5.05	Leonardo M. Rapadas, Attorney General, Office of the Attorney General, 590 S. Marine Corps Dr. ITC Building Suite 706, Tamuning Guam 96913-3537
7/24/2014	7/24/2014	\$5.05	Talauega Eleasalo V. Ale, Attorney General, Office of the Attorney General, P.O. Box 7, Pago Pago AS 96799-0007
7/24/2014	7/24/2014	\$18.11	Greg Zoeller, Attorney General, Office of the Attorney General, Indiana Government Center South 302 West Washington, Indianapolis IN 46204
7/24/2014	7/24/2014	\$18.11	Jerry Wilson, Commr., MS Dept. of Banking and Consumer Finance, P.O. Box 23729, Jackson MS 39225-3729
7/24/2014	7/24/2014	\$18.11	Alan Wilson, Attorney General, Office of the Attorney General, P.O. Box 11549, Columbia SC 29211-1549
7/24/2014	7/24/2014	\$18.11	Rich Weaver, Commr., Missouri Div. of Finance, P.O. Box 716, Jefferson City MO 65102-0716
7/24/2014	7/24/2014	\$18.11	Lawrence Wasden, Attorney General, Office of the Attorney General, P.O. Box 83720, Boise ID 83720-0003
7/24/2014	7/24/2014	\$18.11	Charles Vice, Commr., Dept. of Financial Institutions, 1025 Capital Center Drive, Frankfort KY 40601-8205
7/24/2014	7/24/2014	\$18.11	Joseph Torti, Deputy Dir. & Supr. of Banking, Dept. of Business Regulation, Div. of Banking, 1511 Pontiac Avenue Building 68-2, Cranston RI 02920-4407
7/24/2014	7/24/2014	\$18.11	Mick Thompson, Commr., Oklahoma Banking Dept., 2900 North Lincoln Boulevard, Oklahoma City OK 73105-4226
7/24/2014	7/24/2014	\$18.11	David C. Tatman, Administrator, Div. of Finance and Corporate Securities, 350 Winter St. NE Rm. 410, Salem OR 97301-3881
7/24/2014	7/24/2014	\$18.11	Lori Swanson, Attorney General, Office of the Attorney General, 1400 Bremer Tower 445 MN Street Suite 2250, St. Paul MN 55101
7/24/2014	7/24/2014	\$18.11	John W. Suthers, Attorney General, Office of the Attorney General, RL Carr CO Judicial Center 1300 Broadway 10th Fl, Denver CO 80203
7/24/2014	7/24/2014	\$18.11	Luther Strange, Attorney General, Office of the Attorney General, P.O. Box 300152, Montgomery AL 36130-0152
7/24/2014	7/24/2014	\$18.11	Wayne Stenehjem, Attorney General, Office of the Attorney General, State Capitol 600 East Boulevard Avenue Dept 125, Bismarck ND 58505
7/24/2014	7/24/2014	\$18.11	John Sours, Administrator, Governor's Office for Consumer Protection, 2 Mlk Jr. Drive SE Suite 356, Atlanta GA 30334-9077
7/24/2014	7/24/2014	\$18.11	William H. Sorrell, Attorney General, Office of the Attorney General, 109 State St, Montpelier VT 05609-1001
7/24/2014	7/24/2014	\$18.11	Horace Sneed, Director, Litigation Div., OCC, 250 E Street SW, Washington DC 20219-0002
7/24/2014	7/24/2014	\$18.11	Deryl Schuster, Bank Commr., The Office of the State Bank Commr., 700 SW Jackson St Suite 300, Topeka KS 66603-3782
7/24/2014	7/24/2014	\$18.11	Bret Afdahl, Director of Banking, SD Dept. of Labor and Regulation Div. of Bank, 1601 N. Harrison Avenue, Suite 1, Pierre SD 57501-2376
7/24/2014	7/24/2014	\$18.11	Greg Abbott, Attorney General, Office of the Attorney General, P.O. Box 12548, Austin TX 78711-2548
7/24/2014	7/24/2014	\$18.11	Bill Schuette, Attorney General, Office of the Attorney General, P.O. Box 30212, Lansing MI 48909-7712
7/24/2014	7/24/2014	\$18.11	James M. Schnipper, Superintendent, Iowa Div. of Banking, 200 East Grand Avenue Suite 300, Des Moines IA 50309-1827
7/24/2014	7/24/2014	\$18.11	Derek Schmidt, Attorney General, Office of the Attorney General, 120 SW 10th Ave Floor 2nd, Topeka KS 66612-1237
7/24/2014	7/24/2014	\$18.11	Tom Schedler, Secretary of State, Louisiana Secretary of State, P.O. Box 94125, Baton Rouge LA 70804-9125

7/24/2014	7/24/2014	\$18.11	Jonathan Sallet, General Counsel, Federal Communications Commission, 445 12th Street SW, Washington DC 20554-0005
7/24/2014	7/24/2014	\$18.11	Sheila Saegh Henretta, Acting Div. Director, Div. of Banking, 320 West Washington Street, Springfield IL 62786-0002
7/24/2014	7/24/2014	\$18.11	Mike Rothman, Commr., MN Dept. of Commerce Financial Institutions Div., 85 7th Place East Suite 500, St. Paul MN 55101-2198
7/24/2014	7/24/2014	\$18.11	Ellen F. Rosenblum, Attorney General, Office of the Attorney General, Oregon Dept of Justice 1162 Court Street NE, Salem OR 97301
7/24/2014	7/24/2014	\$18.11	Richard Riccobono, Director of Banks, Washington State Div. of Banks, P.O. Box 41200, Olympia WA 98504-1200
7/24/2014	7/24/2014	\$18.11	Sean Reyes, Attorney General, Office of the Attorney General, 350 North State St Suite 230, Salt Lake City UT 84114-0002
7/24/2014	7/24/2014	\$18.11	Edith Ramirez, Chairwoman, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington DC 20580-0002
7/24/2014	7/24/2014	\$18.11	E. Scott Pruitt, Attorney General, Office of the Attorney General, 313 NE 21st Street, Oklahoma City OK 73105-3207
7/24/2014	7/24/2014	\$18.11	Craig Pridemore, Chair, Dept. of Licensing, Collection Agencies Board, P.O. Box 9045, Olympia WA 98507-9045
7/24/2014	7/24/2014	\$18.11	Ray A. Pont, Acting Director, NE Dept. of Banking and Finance, P.O. Box 95006, Lincoln NE 68509-5006
7/24/2014	7/24/2014	\$18.11	Howard F. Pitkin, Commr., CT Dept. of Banking, 260 Constitution Plaza, Hartford CT 06103-1820
7/24/2014	7/24/2014	\$18.11	Glenn A. Perlow, Bank Commr., New Hampshire Banking Dept., 53 Regional Drive Suite 200, Concord NH 03301-8500
7/24/2014	7/24/2014	\$18.11	Cesar A. Perales, Secretary of State, Dept. of State Div. of Consumer Protection, 1 NYS Sec. of State, Albany NY 12231-0001
7/24/2014	7/24/2014	\$18.11	Jan Lynn Owen, Commr., CA Dept. of Business Oversight, 1515 K Street Suite 200, Sacramento CA 95814-4052
7/24/2014	7/24/2014	\$18.11	Edmund Ortega, Industry Manager, NM Financial Institutions Div., P.O. Box 25101, Santa Fe NM 87504-5101
7/24/2014	7/24/2014	\$18.11	Sam Olens, Attorney General, Office of the Attorney General, 40 Capitol Square SW, Atlanta GA 30334-9057
7/24/2014	7/24/2014	\$18.11	Thomas Oldani, Chairperson, Bureau of Commercial Services - Licensing Div., P.O. Box 30018, Lansing MI 48909-7518
7/24/2014	7/24/2014	\$18.11	Greg Oaks, Director, Office of Financial Regulation, 200 East Gaines Street, Tallahassee FL 32399-0373
7/24/2014	7/24/2014	\$18.11	Irvin B. Nathan, Attorney General, Office of the Attorney General, 441 4th Street NW Suite 1100S, Washington DC 20001-2714
7/24/2014	7/24/2014	\$18.11	Glenn E. Moyer, Sec. of Banking and Securities, Pennsylvania Dept. of Banking and Securities, 17 North Second Street Suite 1300, Harrisburg PA 17101-1642
7/24/2014	7/24/2014	\$18.11	Cesar Miranda, Attorney General, Office of the Attorney General, P.O. Box 9020192, San Juan PR 00902-0192
7/24/2014	7/24/2014	\$18.11	Janet T. Mills, Attorney General, Office of the Attorney General, 6 State House Station, Augusta ME 04333-0006
7/24/2014	7/24/2014	\$18.11	Tom Miller, Attorney General, Office of the Attorney General, 1305 East Walnut Street Room 109, Des Moines IA 50319-0109
7/24/2014	7/24/2014	\$18.11	Peter K. Michael, Attorney General, Office of the Attorney General, 123 Capitol Building 200 West 24th Street, Cheyenne WY 82001
7/24/2014	7/24/2014	\$18.11	Chester A. McPherson, Commr., Dept. of Insurance, Securities and Banking, 810 First Street NE Suite 700, Washington DC 20002-8023
7/24/2014	7/24/2014	\$18.11	Dustin McDaniel, Attorney General, Office of the Attorney General, 323 Center Street Suite 200, Little Rock AR 72201-2610
7/24/2014	7/24/2014	\$18.11	Catherine Cortez Masto, Attorney General, Office of the Attorney General, 100 North Carson Street, Carson City NV 89701-4717
7/24/2014	7/24/2014	\$18.11	Lisa Madigan, Attorney General, Office of the Attorney General, 100 West Randolph Street Suite 1200, Chicago IL 60601-3271
7/24/2014	7/24/2014	\$18.11	Michael Mach, Administrator, Dept. of Financial Institutions Div. of Banking, P.O. Box 7876, Madison WI 53707-7876
7/24/2014	7/24/2014	\$18.11	William N. Lund, Superintendent, Bureau of Consumer Credit Protection, 35 State House Station, Augusta ME 04333-0035
7/24/2014	7/24/2014	\$18.11	David M. Louie, Attorney General, Dept. of the Attorney General, 425 Queen Street, Honolulu HI 96813-2903
7/24/2014	7/24/2014	\$18.11	Keali'i S. Lopez, Director, Dept. of Commerce and Consumer Affairs, 335 Merchant Street, Honolulu HI 96813-2945
7/24/2014	7/24/2014	\$18.11	Steve C. Lee, Acting Director, Div. of Consumer Affairs, 124 Halsey Street, Newark NJ 07102-3017
7/24/2014	7/24/2014	\$18.11	Ed Leary, Commr., Utah Dept. of Financial Institutions, P.O. Box 146800, Salt Lake City UT 84114-6800
7/24/2014	7/24/2014	\$18.11	Benjamin M. Lawsky, Supr. of Financial Services, Dept. of Financial Services, 1 State St, New York NY 10004-1511
7/24/2014	7/24/2014	\$18.11	Michael Larsen, Chief, Idaho Dept. of Finance, Consumer Finance Bureau, P.O. Box 83720, Boise ID 83720-0031

7/24/2014	7/24/2014	\$18.11	Lloyd P. LaFountain, III, Superintendent, Bureau of Financial Institutions, 36 State House Station, Augusta ME 04333-0036
7/24/2014	7/24/2014	\$18.11	Chris Koster, Attorney General, Office of the Attorney General, P.O. Box 899, Jefferson City MO 65102-0899
7/24/2014	7/24/2014	\$18.11	Kenneth E. Kobylowski, Commr., Dept. of Banking & Insurance, P.O. Box 40, Trenton NJ 08626-0040
7/24/2014	7/24/2014	\$18.11	Lauren W. Kingry, Superintendent, Arizona Dept. of Financial Institutions, 2910 N. 44th St. Suite 310, Phoenix AZ 85018-7270
7/24/2014	7/24/2014	\$18.11	Gary K. King, Attorney General, Office of the Attorney General, 408 Galisteo Street Villagra Building, Santa Fe NM 87501-2645
7/24/2014	7/24/2014	\$18.11	Peter Kilmartin, Attorney General, Office of the Attorney General, 150 South Main Street, Providence RI 02903-2907
7/24/2014	7/24/2014	\$18.11	Mark Kaufman, Commr., Office of the Commr. of Financial Regulation, 500 N Calvert Street Suite 402, Baltimore MD 21202-3659
7/24/2014	7/24/2014	\$18.11	Kathleen Kane, Attorney General, Office of the Attorney General, 16th Floor, Strawberry Square, Harrisburg PA 17120-0001
7/24/2014	7/24/2014	\$18.11	George Jepsen, Attorney General, Office of the Attorney General, 55 Elm Street Suite 1, Hartford CT 06106-1774
7/24/2014	7/24/2014	\$18.11	Louie A. Jacobs, Commr. of Banking, 1205 Pendleton Street Suite 305, Columbia SC 29201-3751
7/24/2014	7/24/2014	\$18.11	Marty J. Jackley, Attorney General, Office of the Attorney General, 1302 E. Highway 14 Suite 1, Pierre SD 57501-8501
7/24/2014	7/24/2014	\$18.11	Jon Husted, Secretary of State, 180 E. Broad St. Floor 16, Columbus OH 43215-3726
7/24/2014	7/24/2014	\$18.11	Bart Howard, Chairperson, Collection Service Board, 500 James Robertson Pkwy, Nashville TN 37243-1155
7/24/2014	7/24/2014	\$18.11	Tom Horne, Attorney General, Office of the Attorney General, 1275 West Washington Street, Phoenix AZ 85007-2926
7/24/2014	7/24/2014	\$18.11	Jim Hood, Attorney General, Office of the Attorney General, P.O. Box 220, Jackson MS 39205-0220
7/24/2014	7/24/2014	\$18.11	J.B Van Hollen, Attorney General, Office of the Attorney General, P.O. Box 7857, Madison WI 53707-7857
7/24/2014	7/24/2014	\$18.11	Eric H. Holder, Jr., U.S. Attorney General, U.S. Office of the Attorney General, Pennsylvania Ave NW, Washington DC 20530-0001
7/24/2014	7/24/2014	\$18.11	John Jay Hoffman, Attorney General, Office of the Attorney General, RJ Hughes Justice Complex 8th Floor West Wing 25 M, Trenton NJ 08611
7/24/2014	7/24/2014	\$18.11	Mark Herring, Attorney General, Office of the Attorney General, 900 East Main Street, Richmond VA 23219-3548
7/24/2014	7/24/2014	\$18.11	Robert Hayes, Director, Div. of Financial Institutions, 200 East Gaines Street, Tallahassee FL 32399-6502
7/24/2014	7/24/2014	\$18.11	John D. Harrison, Superintendent, State Banking Dept., P.O. Box 4600, Montgomery AL 36103-4600
7/24/2014	7/24/2014	\$18.11	Kamala Harris, CAFA Coordinator, Office of the Attorney General, Consumer Law, 455 Golden Gate Ave. Suite 11000, San Francisco CA 94102-7004
7/24/2014	7/24/2014	\$18.11	Melanie Hall, Commr., Div. of Banking & Financial Institutions, P.O. Box 200546, Helena MT 59620-0546
7/24/2014	7/24/2014	\$18.11	Kevin B. Hagler, Commr., Dept. of Banking and Finance, 2990 Brandywine Road Suite 200, Atlanta GA 30341-5565
7/24/2014	7/24/2014	\$18.11	Rusty Guinn, Chairman, AR State Board of Collection Agencies, 523 Louisiana Street Suite 460, Little Rock AR 72201-5706
7/24/2014	7/24/2014	\$18.11	Carri Grube Lybarker, Administrator, Dept. of Consumer Affairs, P.O. Box 5757, Columbia SC 29250-5757
7/24/2014	7/24/2014	\$18.11	Ray Grace, Commr. of Banks, Office of the Commr. of Banks, 4309 Mail Service Center, Raleigh NC 27699-4300
7/24/2014	7/24/2014	\$18.11	Wayne Goodwin, Commr., Dept. of Insurance, Agent Services Div., 401 Glenwood Ave., Raleigh NC 27603-1219
7/24/2014	7/24/2014	\$18.11	Greg Gonzales, Commr., Tennessee Dept. of Financial Institutions, 400 Deaderick Street Floor 6, Nashville TN 37243-1403
7/24/2014	7/24/2014	\$18.11	Michelle Gluck, Sr. VP and General Counsel, Federal Reserve Bank of Richmond, 701 E. Byrd Street Fl. 2, Richmond VA 23219-4503
7/24/2014	7/24/2014	\$18.11	Robert A. Glen, Commr., Office of the State Bank Commr., 555 East Loockerman Street, Dover DE 00001-9901
7/24/2014	7/24/2014	\$18.11	Alex Glass, Chief Deputy Securities Commr., Secretary of State --Indiana Securities Div., 302 West Washington Street Room E111, Indianapolis IN 46204-2740
7/24/2014	7/24/2014	\$18.11	Michael C. Geraghty, Attorney General, Office of the Attorney General, P.O. Box 110300, Juneau AK 99811-0300
7/24/2014	7/24/2014	\$18.11	Gavin M. Gee, Director, Dept. of Finance, P.O. Box 83720, Boise ID 83720-0031
7/24/2014	7/24/2014	\$18.11	Douglas F. Gansler, Attorney General, Office of the Attorney General, 200 St. Paul Place, Baltimore MD 21202-2004
7/24/2014	7/24/2014	\$18.11	John A. Gale, Secretary of State, P.O. Box 94608, Lincoln NE 68509-4608

7/24/2014	7/24/2014	\$18.11	Vincent F. Frazer, Attorney General, Office of the Attorney General, DEPT OF JUSTICE, 8000 Nisky Shopping Ctr Ste 500, St. Thomas VI 00802-5851
7/24/2014	7/24/2014	\$18.11	Candace A. Franks, Commr., AR State Bank Dept., 400 Hardin Road Suite 100, Little Rock AR 72211-3501
7/24/2014	7/24/2014	\$18.11	Tim Fox, Attorney General, Office of the Attorney General, P.O. Box 201401, Helena MT 59620-1401
7/24/2014	7/24/2014	\$18.11	Tiffany Fowlie, Deputy Commr., Div. of Banks, 1000 Washington Street Suite 1010, Boston MA 02118-6400
7/24/2014	7/24/2014	\$18.11	Joseph A. Foster, Attorney General, Office of the Attorney General, 33 Capitol Street, Concord NH 03301-6310
7/24/2014	7/24/2014	\$18.11	Albert L. Forkner, Commr., WY Dept. of Audit Div. of Banking, Herschler Building 3rd Floor East 122 West 25th St, Cheyenne WY 82002-0001
7/24/2014	7/24/2014	\$18.11	Annette E. Flood, Director, Dept. of Insurance and Financial Services, P.O. Box 30220, Lansing MI 48909-7720
7/24/2014	7/24/2014	\$18.11	Bob Ferguson, Attorney General, Office of the Attorney General, P.O. Box 40100, Olympia WA 98504-0100
7/24/2014	7/24/2014	\$18.11	Richard Fergus, Div. Manager, Dept. of Financial Institutions, 2910 North 44th Street Suite 310, Phoenix AZ 85018-7270
7/24/2014	7/24/2014	\$18.11	E. Joseph Face, Jr., Commr. of Fin. Institutions, Bureau of Financial Institutions, P.O. Box 640, Richmond VA 23218-0640
7/24/2014	7/24/2014	\$18.11	Robert J. Entringer, Commr., Dept. of Financial Institutions, 2000 Schafer Street Suite G, Bismarck ND 58501-1204
7/24/2014	7/24/2014	\$18.11	Paul Egide, Director, Bureau of Consumer Affairs, P.O. Box 7876, Madison WI 53707-7876
7/24/2014	7/24/2014	\$18.11	Edwin Eck, Chief, Attorney General's Office of Consumer Protection, 555 Fuller Ave, Helena MT 59601-3394
7/24/2014	7/24/2014	\$18.11	John Ducrest, Commr., Office of Financial Institutions, P.O. Box 94095, Baton Rouge LA 70804-9095
7/24/2014	7/24/2014	\$18.11	Charles J. Dolezal, Superintendent, Div. of Financial Institutions, 77 South High Street Floor 21, Columbus OH 43215-6120
7/24/2014	7/24/2014	\$18.11	Mike Dewine, Attorney General, Office of the Attorney General, 30 East Broad Street Floor 14th, Columbus OH 43215-3414
7/24/2014	7/24/2014	\$18.11	Thomas J. Curry, Comptroller of the Currency, OCC, 400 7th Street SW Suite 3e218, Washington DC 20219-0006
7/24/2014	7/24/2014	\$18.11	Jose Cruz, Industry Manager, NM Financial Institutions Div., P.O. Box 25101, Santa Fe NM 87504-5101
7/24/2014	7/24/2014	\$18.11	David J. Cotney, Commr. of Banks, Massachusetts Div. of Banks, 1000 Washington Street Suite 10, Boston MA 02118-6400
7/24/2014	7/24/2014	\$18.11	Carmine Costa, Director, Dept. of Banking, Consumer Credit Div., 260 Constitution Plaza, Hartford CT 06103-1820
7/24/2014	7/24/2014	\$18.11	Richard Cordray, Director, Consumer Financial Protection Bureau, P.O. Box 4503, Iowa City IA 52244-4503
7/24/2014	7/24/2014	\$18.11	Robert E. Cooper, Jr., Attorney General, Office of the Attorney General and Reporter, P.O. Box 20207, Nashville TN 37202-4015
7/24/2014	7/24/2014	\$18.11	Charles G. Cooper, Commr., Texas Dept. of Banking, 2601 N. Lamar Blvd Suite 300, Austin TX 78705-4261
7/24/2014	7/24/2014	\$18.11	Roy Cooper, Attorney General, Office of the Attorney General, 9001 Mail Service Center, Raleigh NC 27699-9000
7/24/2014	7/24/2014	\$18.11	Jack Conway, Attorney General, Office of the Attorney General, Capitol Suite 118 700 Capitol Avenue, Frankfort KY 40601-3449
7/24/2014	7/24/2014	\$18.11	Martha Coakley, Attorney General, Office of the Massachusetts Attorney General, ATTN CAFA Coordinator/General Counsels Office One, Boston MA 02108
7/24/2014	7/24/2014	\$18.11	Sara M. Cline, Commr. of Banking, WV Board of Banking and Financial Institutions, 900 Pennsylvania Avenue, Suite 306, Charleston WV 25302-3542
7/24/2014	7/24/2014	\$18.11	Sara Chambers, Div. Director, Div. of Corp., Business and Prof. Licensing, P.O. Box 110807, Juneau AK 99811-0807
7/24/2014	7/24/2014	\$18.11	Iris Ikeda Catalani, Commr., Dept. of Commerce and Consumer Affairs, P.O. Box 2054, Honolulu HI 96805-2054
7/24/2014	7/24/2014	\$18.11	Patrick Carter, Director, Dept. of Finance, Div. of Revenue, 820 North French Street Suite 2, Wilmington DE 19801-3509
7/24/2014	7/24/2014	\$18.11	Thomas J. Candon, Deputy Commr., Dept. of Financial Regulation Banking Div., 89 Main Street, Montpelier VT 05602-3167
7/24/2014	7/24/2014	\$18.11	James D. "Buddy" Caldwell, Attorney General, Office of the Attorney General, P.O. Box 94095, Baton Rouge LA 70804-9095
7/24/2014	7/24/2014	\$18.11	George E. Burns, Commr., Div. of Financial Institutions, 2785 E. Desert Inn Rd., Las Vegas NV 89121-3626
7/24/2014	7/24/2014	\$18.11	Pam Bondi, Attorney General, Office of the Attorney General, The Capitol PL-01, Tallahassee FL 32399-1050
7/24/2014	7/24/2014	\$18.11	Ken Boldt, Acting Commr., Dept. of Regulatory Agencies Div. of Banking, 1560 Broadway Suite 975, Denver CO 80202-5144
7/24/2014	7/24/2014	\$18.11	Lic. Rafael Blanco Latorre, Commr., Comm. of Financial Institutions of Puerto Rico, P.O. Box 11855, San Juan PR 00910-3855

7/24/2014	7/24/2014	\$18.11	Joseph R. "Beau" Biden III, Attorney General, Office of the Attorney General, Carvel State Office Building 820 North French St, Wilmington DE 19801
7/24/2014	7/24/2014	\$18.11	Kathy Berg, Director, Div. of Corporations & Commercial Code, P.O. Box 146705, Salt Lake City UT 84114-6705
7/24/2014	7/24/2014	\$18.11	Dennis L. Bassett, Director, Dept. of Financial Institutions, 30 South Meridian St. Suite 300, Indianapolis IN 46204-3509
7/24/2014	7/24/2014	\$18.11	Kevin Anselm, Director, Div. of Banking and Securities, P.O. Box 110807, Juneau AK 99811-0807

# Delivery Confirmations

CAPITAL ONE TCPA CAFA CONFIRMATIONS								
Print Date	Mail Date	Recipient	Tracking #/Insurance ID	Status	Date Delivered	Carrier	Class Service	Special Services
7/24/2014	7/24/2014	Sixto K. Igisomar, Director, Office of the Director of Banking, CNMI Dept of Commerce Caller Box 10007, Saipan MP 96950	9405511899561906697592	Delivered	8/1/2014	USPS	Priority Mail (R)	USPS Tracking
7/24/2014	7/24/2014	Patrick Morrisey, Attorney General, Office of the Attorney General, State Capitol Complex Bldg 1 Room E26, Charleston WV 25305	9405511899561906697479	Delivered	7/25/2014	USPS	Priority Mail (R)	USPS Tracking
7/24/2014	7/24/2014	Keniseli Fa'alupe Lafaele, Director, Dept. of Commerce, AP Lutali Exec Office Bldg, Pago Pago AS 96799	9405511899561906697424	Delivered	7/31/2014	USPS	Priority Mail (R)	USPS Tracking
7/24/2014	7/24/2014	Jon Bruning, Attorney General, Office of the Attorney General, 2115 State Capitol, Lincoln NE 68509	9405511899561906697042	Delivered	7/25/2014	USPS	Priority Mail (R)	USPS Tracking
7/24/2014	7/24/2014	Joey Patrick San Nicolas, Attorney General, Office of the Attorney General, 2nd Floor Hon Juan A Sablan Memorial Building Ca, Saipan MP 96950	9405511899561906697059	Delivered	8/1/2014	USPS	Priority Mail (R)	USPS Tracking
7/24/2014	7/24/2014	Gregory R. Francis, Lieutenant Governor, Div. of Banking and Insurance, 5049 Kongens Gade, St. Thomas VI 00802-6487	9405511899561906697387	Delivered	7/28/2014	USPS	Priority Mail (R)	USPS Tracking
7/24/2014	7/24/2014	Eric Schneiderman, Attorney General, Office of the Attorney General, Dept of Law The Capitol 2nd Floor, Albany NY 12224	9405511899561906697301	Delivered	7/25/2014	USPS	Priority Mail (R)	USPS Tracking
7/24/2014	7/24/2014	Artemio B. Ilagan, Banking & Ins. Commr., Guam Dept. of Revenue & Taxation, P.O. Box 23607, Barrigada GU 96921-3607	9405511899561906431486	Delivered	7/28/2014	USPS	Priority Mail (R)	USPS Tracking
7/24/2014	7/24/2014	Leonardo M. Rapadas, Attorney General, Office of the Attorney General, 590 S. Marine Corps Dr. ITC Building Suite 706, Tamuning Guam 96913-3537	9402511899561906101979	Delivered	7/28/2014	USPS	Priority Mail (R)	
7/24/2014	7/24/2014	Talauega Eleasalo V. Ale, Attorney General, Office of the Attorney General, P.O. Box 7, Pago Pago AS 96799-0007	9402511899561906183845	Delivered	8/6/2014	USPS	Priority Mail (R)	
7/24/2014	7/24/2014	Greg Zoeller, Attorney General, Office of the Attorney General, Indiana Government Center South 302 West Washington, Indianapolis IN 46204	9470111899561906899183	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Jerry Wilson, Commr., MS Dept. of Banking and Consumer Finance, P.O. Box 23729, Jackson MS 39225-3729	9470111899561906899688	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Alan Wilson, Attorney General, Office of the Attorney General, P.O. Box 11549, Columbia SC 29211-1549	9470111899561906899619	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Rich Weaver, Commr., Missouri Div. of Finance, P.O. Box 716, Jefferson City MO 65102-0716	9470111899561906899916	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Lawrence Wasden, Attorney General, Office of the Attorney General, P.O. Box 83720, Boise ID 83720-0003	9470111899561906899725	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Charles Vice, Commr., Dept. of Financial Institutions, 1025 Capital Center Drive, Frankfort KY 40601-8205	9470111899561906899831	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Joseph Torti, Deputy Dir. & Supr. of Banking, Dept. of Business Regulation, Div. of Banking, 1511 Pontiac Avenue Building 68-2, Cranston RI 02920-4407	9470111899561906899862	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Mick Thompson, Commr., Oklahoma Banking Dept., 2900 North Lincoln Boulevard, Oklahoma City OK 73105-4226	9470111899561906899237	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	David C. Tatman, Administrator, Div. of Finance and Corporate Securities, 350 Winter St. NE Rm. 410, Salem OR 97301-3881	9470111899561906871578	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Lori Swanson, Attorney General, Office of the Attorney General, 1400 Bremer Tower 445 MN Street Suite 2250, St. Paul MN 55101	9470111899561906871561	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	John W. Suthers, Attorney General, Office of the Attorney General, RL Carr CO Judicial Center 1300 Broadway 10th Fl, Denver CO 80203	9470111899561906871486	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Luther Strange, Attorney General, Office of the Attorney General, P.O. Box 300152, Montgomery AL 36130-0152	9470111899561906871035	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Wayne Stenehjem, Attorney General, Office of the Attorney General, State Capitol 600 East Boulevard Avenue Dept 125, Bismarck ND 58505	9470111899561906871370	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	John Sours, Administrator, Governor's Office for Consumer Protection, 2 Mlk Jr. Drive SE Suite 356, Atlanta GA 30334-9077	9470111899561906871394	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	William H. Sorrell, Attorney General, Office of the Attorney General, 109 State St, Montpelier VT 05609-1001	9470111899561906871134	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Horace Sneed, Director, Litigation Div., OCC, 250 E Street SW, Washington DC 20219-0002	9470111899561906871158	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Deryl Schuster, Bank Commr., The Office of the State Bank Commr., 700 SW Jackson St Suite 300, Topeka KS 66603-3782	9470111899561906871660	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Bret Afdahl, Director of Banking, SD Dept. of Labor and Regulation Div. of Bank, 1601 N. Harrison Avenue, Suite 1, Pierre SD 57501-2376	9470111899561906871776	Delivered	7/26/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Greg Abbott, Attorney General, Office of the Attorney General, P.O. Box 12548, Austin TX 78711-2548	9470111899561906871769	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Bill Schuette, Attorney General, Office of the Attorney General, P.O. Box 30212, Lansing MI 48909-7712	9470111899561900957889	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	James M. Schnipper, Superintendent, Iowa Div. of Banking, 200 East Grand Avenue Suite 300, Des Moines IA 50309-1827	9470111899561900957827	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Derek Schmidt, Attorney General, Office of the Attorney General, 120 SW 10th Ave Floor 2nd, Topeka KS 66612-1237	9470111899561900957810	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Tom Schedler, Secretary of State, Louisiana Secretary of State, P.O. Box 94125, Baton Rouge LA 70804-9125	9470111899561900957285	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Jonathan Sallet, General Counsel, Federal Communications Commission, 445 12th Street SW, Washington DC 20554-0005	9470111899561900957261	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Sheila Saegh Henretta, Acting Div. Director, Div. of Banking, 320 West Washington Street, Springfield IL 62786-0002	9470111899561900958565	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Mike Rothman, Commr., MN Dept. of Commerce Financial Institutions Div., 85 7th Place East Suite 500, St. Paul MN 55101-2198	9470111899561900958480	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Ellen F. Rosenblum, Attorney General, Office of the Attorney General, Oregon Dept of Justice 1162 Court Street NE, Salem OR 97301	9470111899561900958022	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Richard Riccobono, Director of Banks, Washington State Div. of Banks, P.O. Box 41200, Olympia WA 98504-1200	9470111899561900958336	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Sean Reyes, Attorney General, Office of the Attorney General, 350 North State St Suite 230, Salt Lake City UT 84114-0002	9470111899561900958350	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Edith Ramirez, Chairwoman, Federal Trade Commission, 600 Pennsylvania Avenue NW, Washington DC 20580-0002	9470111899561900958145	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	E. Scott Pruitt, Attorney General, Office of the Attorney General, 313 NE 21st Street, Oklahoma City OK 73105-3207	9470111899561900958640	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Craig Pridemore, Chair, Dept. of Licensing, Collection Agencies Board, P.O. Box 9045, Olympia WA 98507-9045	9470111899561900958985	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Ray A. Pont, Acting Director, NE Dept. of Banking and Finance, P.O. Box 95006, Lincoln NE 68509-5006	9470111899561900958770	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Howard F. Pitkin, Commr., CT Dept. of Banking, 260 Constitution Plaza, Hartford CT 06103-1820	9470111899561900958725	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Glenn A. Perlow, Bank Commr., New Hampshire Banking Dept., 53 Regional Drive Suite 200, Concord NH 03301-8500	9470111899561900958886	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Cesar A. Perales, Secretary of State, Dept. of State Div. of Consumer Protection, 1 NYS Sec. of State, Albany NY 12231-0001	9470111899561900958824	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Jan Lynn Owen, Commr., CA Dept. of Business Oversight, 1515 K Street Suite 200, Sacramento CA 95814-4052	9470111899561900958299	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Edmund Ortega, Industry Manager, NM Financial Institutions Div., P.O. Box 25101, Santa Fe NM 87504-5101	9470111899561900958213	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Sam Olens, Attorney General, Office of the Attorney General, 40 Capitol Square SW, Atlanta GA 30334-9057	9470111899561900950545	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Thomas Oldani, Chairperson, Bureau of Commercial Services - Licensing Div., P.O. Box 30018, Lansing MI 48909-7518	9470111899561900950477	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Greg Oaks, Director, Office of Financial Regulation, 200 East Gaines Street, Tallahassee FL 32399-0373	9470111899561900950446	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Irvin B. Nathan, Attorney General, Office of the Attorney General, 441 4th Street NW Suite 1100S, Washington DC 20001-2714	9470111899561900950071	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Glenn E. Moyer, Sec. of Banking and Securities, Pennsylvania Dept. of Banking and Securities, 17 North Second Street Suite 1300, Harrisburg PA 17101-1642	9470111899561900950040	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Cesar Miranda, Attorney General, Office of the Attorney General, P.O. Box 9020192, San Juan PR 00902-0192	9470111899561900950026	Delivered	7/29/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Janet T. Mills, Attorney General, Office of the Attorney General, 6 State House Station, Augusta ME 04333-0006	9470111899561900950385	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Tom Miller, Attorney General, Office of the Attorney General, 1305 East Walnut Street Room 109, Des Moines IA 50319-0109	9470111899561900950309	Delivered	7/25/2014	USPS	Priority Mail Express	

7/24/2014	7/24/2014	Peter K. Michael, Attorney General, Office of the Attorney General, 123 Capitol Building 200 West 24th Street, Cheyenne WY 82001	9470111899561900950187	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Chester A. McPherson, Commr., Dept. of Insurance, Securities and Banking, 810 First Street NE Suite 700, Washington DC 20002-8023	9470111899561900950644	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Dustin McDaniel, Attorney General, Office of the Attorney General, 323 Center Street Suite 200, Little Rock AR 72201-2610	9470111899561900950996	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Catherine Cortez Masto, Attorney General, Office of the Attorney General, 100 North Carson Street, Carson City NV 89701-4717	9470111899561900950781	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Lisa Madigan, Attorney General, Office of the Attorney General, 100 West Randolph Street Suite 1200, Chicago IL 60601-3271	9470111899561900950729	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Michael Mach, Administrator, Dept. of Financial Institutions Div. of Banking, P.O. Box 7876, Madison WI 53707-7876	9470111899561900950835	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	William N. Lund, Superintendent, Bureau of Consumer Credit Protection, 35 State House Station, Augusta ME 04333-0035	9470111899561900950804	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	David M. Louie, Attorney General, Dept. of the Attorney General, 425 Queen Street, Honolulu HI 96813-2903	9470111899561900950286	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Keali'i S. Lopez, Director, Dept. of Commerce and Consumer Affairs, 335 Merchant Street, Honolulu HI 96813-2945	9470111899561900950224	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Steve C. Lee, Acting Director, Div. of Consumer Affairs, 124 Halsey Street, Newark NJ 07102-3017	9470111899561900952532	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Ed Leary, Commr., Utah Dept. of Financial Institutions, P.O. Box 146800, Salt Lake City UT 84114-6800	9470111899561900952556	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Benjamin M. Lawsky, Supr. of Financial Services, Dept. of Financial Services, 1 State St, New York NY 10004-1511	9470111899561900952495	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Michael Larsen, Chief, Idaho Dept. of Finance, Consumer Finance Bureau, P.O. Box 83720, Boise ID 83720-0031	9470111899561900952037	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Lloyd P. LaFountain, III, Superintendent, Bureau of Financial Institutions, 36 State House Station, Augusta ME 04333-0036	9470111899561900952020	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Chris Koster, Attorney General, Office of the Attorney General, P.O. Box 899, Jefferson City MO 65102-0899	9470111899561900952327	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Kenneth E. Kobylowski, Commr., Dept. of Banking & Insurance, P.O. Box 40, Trenton NJ 08626-0040	9470111899561900952174	Delivered	7/26/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Lauren W. Kingry, Superintendent, Arizona Dept. of Financial Institutions, 2910 N. 44th St. Suite 310, Phoenix AZ 85018-7270	9470111899561900952129	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Gary K. King, Attorney General, Office of the Attorney General, 408 Galisteo Street Villagra Building, Santa Fe NM 87501-2645	9470111899561900952648	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Peter Kilmartin, Attorney General, Office of the Attorney General, 150 South Main Street, Providence RI 02903-2907	9470111899561900952976	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Mark Kaufman, Commr., Office of the Commr. of Financial Regulation, 500 N Calvert Street Suite 402, Baltimore MD 21202-3659	9470111899561900952990	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Kathleen Kane, Attorney General, Office of the Attorney General, 16th Floor, Strawberry Square, Harrisburg PA 17120-0001	9470111899561900952921	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	George Jepsen, Attorney General, Office of the Attorney General, 55 Elm Street Suite 1, Hartford CT 06106-1774	9470111899561900952723	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Louie A. Jacobs, Commr. of Banking, 1205 Pendleton Street Suite 305, Columbia SC 29201-3751	9470111899561900952822	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Marty J. Jackley, Attorney General, Office of the Attorney General, 1302 E. Highway 14 Suite 1, Pierre SD 57501-8501	9470111899561900952815	Delivered	7/26/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Jon Husted, Secretary of State, 180 E. Broad St. Floor 16, Columbus OH 43215-3726	9470111899561900952266	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Bart Howard, Chairperson, Collection Service Board, 500 James Robertson Pkwy, Nashville TN 37243-1155	9470111899561900955540	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Tom Horne, Attorney General, Office of the Attorney General, 1275 West Washington Street, Phoenix AZ 85007-2926	9470111899561900955434	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Jim Hood, Attorney General, Office of the Attorney General, P.O. Box 220, Jackson MS 39205-0220	9470111899561900955038	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	J.B Van Hollen, Attorney General, Office of the Attorney General, P.O. Box 7857, Madison WI 53707-7857	9470111899561900955069	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Eric H. Holder, Jr., U.S. Attorney General, U.S. Office of the Attorney General, Pennsylvania Ave NW, Washington DC 20530-0001	9470111899561900955359	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	John Jay Hoffman, Attorney General, Office of the Attorney General, RJ Hughes Justice Complex 8th Floor West Wing 25 M, Trenton NJ 08611	9470111899561900955182	Delivered	7/26/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Mark Herring, Attorney General, Office of the Attorney General, 900 East Main Street, Richmond VA 23219-3548	9470111899561900955670	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Robert Hayes, Director, Div. of Financial Institutions, 200 East Gaines Street, Tallahassee FL 32399-6502	9470111899561900955663	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	John D. Harrison, Superintendent, State Banking Dept., P.O. Box 4600, Montgomery AL 36103-4600	9470111899561900955908	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Kamala Harris, CAFA Coordinator, Office of the Attorney General, Consumer Law, 455 Golden Gate Ave. Suite 11000, San Francisco CA 94102-7004	9470111899561900955960	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Melanie Hall, Commr., Div. of Banking & Financial Institutions, P.O. Box 200546, Helena MT 59620-0546	9470111899561900955748	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Kevin B. Hagler, Commr., Dept. of Banking and Finance, 2990 Brandywine Road Suite 200, Atlanta GA 30341-5565	9470111899561900955755	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Rusty Guinn, Chairman, AR State Board of Collection Agencies, 523 Louisiana Street Suite 460, Little Rock AR 72201-5706	9470111899561900955861	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Carri Grube Lybarker, Administrator, Dept. of Consumer Affairs, P.O. Box 5757, Columbia SC 29250-5757	9470111899561900955274	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Ray Grace, Commr. of Banks, Office of the Commr. of Banks, 4309 Mail Service Center, Raleigh NC 27699-4300	9470111899561900955298	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Wayne Goodwin, Commr., Dept. of Insurance, Agent Services Div., 401 Glenwood Ave., Raleigh NC 27603-1219	9470111899561900954543	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Greg Gonzales, Commr., Tennessee Dept. of Financial Institutions, 400 Deaderick Street Floor 6, Nashville TN 37243-1403	9470111899561900954475	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Michelle Gluck, Sr. VP and General Counsel, Federal Reserve Bank of Richmond, 701 E. Byrd Street Fl. 2, Richmond VA 23219-4503	9470111899561900954420	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Robert A. Glen, Commr., Office of the State Bank Commr., 555 East Loockerman Street, Dover DE 00001-9901	9470111899561900954031	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Alex Glass, Chief Deputy Securities Commr., Secretary of State --Indiana Securities Div., 302 West Washington Street Room E111, Indianapolis IN 46204-2740	9470111899561900954055	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Michael C. Geraghty, Attorney General, Office of the Attorney General, P.O. Box 110300, Juneau AK 99811-0300	9470111899561900954345	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Gavin M. Gee, Director, Dept. of Finance, P.O. Box 83720, Boise ID 83720-0031	9470111899561900954130	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Douglas F. Gansler, Attorney General, Office of the Attorney General, 200 St. Paul Place, Baltimore MD 21202-2004	9470111899561900954161	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	John A. Gale, Secretary of State, P.O. Box 94608, Lincoln NE 68509-4608	9470111899561900954642	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Vincent F. Frazer, Attorney General, Office of the Attorney General, DEPT OF JUSTICE, 8000 Nisky Shopping Ctr Ste 500, St. Thomas VI 00802-5851	9470111899561900954659	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Candace A. Franks, Commr., AR State Bank Dept., 400 Hardin Road Suite 100, Little Rock AR 72211-3501	9470111899561900954949	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Tim Fox, Attorney General, Office of the Attorney General, P.O. Box 201401, Helena MT 59620-1401	9470111899561900954918	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Tiffany Fowlie, Deputy Commr., Div. of Banks, 1000 Washington Street Suite 1010, Boston MA 02118-6400	9470111899561900954765	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Joseph A. Foster, Attorney General, Office of the Attorney General, 33 Capitol Street, Concord NH 03301-6310	9470111899561900954802	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Albert L. Forkner, Commr., WY Dept. of Audit Div. of Banking, Herschler Building 3rd Floor East 122 West 25th St, Cheyenne WY 82002-0001	9470111899561900954277	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Annette E. Flood, Director, Dept. of Insurance and Financial Services, P.O. Box 30220, Lansing MI 48909-7720	9470111899561900954260	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Bob Ferguson, Attorney General, Office of the Attorney General, P.O. Box 40100, Olympia WA 98504-0100	9470111899561900953508	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Richard Fergus, Div. Manager, Dept. of Financial Institutions, 2910 North 44th Street Suite 310, Phoenix AZ 85018-7270	9470111899561900953409	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	E. Joseph Face, Jr., Commr. of Fin. Institutions, Bureau of Financial Institutions, P.O. Box 640, Richmond VA 23218-0640	9470111899561900953461	Delivered	7/25/2014	USPS	Priority Mail Express	

7/24/2014	7/24/2014	Robert J. Entringer, Commr., Dept. of Financial Institutions, 2000 Schafer Street Suite G, Bismarck ND 58501-1204	9470111899561900953041	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Paul Egide, Director, Bureau of Consumer Affairs, P.O. Box 7876, Madison WI 53707-7876	9470111899561900953348	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Edwin Eck, Chief, Attorney General's Office of Consumer Protection, 555 Fuller Ave, Helena MT 59601-3394	9470111899561900953317	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	John Ducrest, Commr., Office of Financial Institutions, P.O. Box 94095, Baton Rouge LA 70804-9095	9470111899561900953188	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Charles J. Dolezal, Superintendent, Div. of Financial Institutions, 77 South High Street Floor 21, Columbus OH 43215-6120	9470111899561900953119	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Mike Dewine, Attorney General, Office of the Attorney General, 30 East Broad Street Floor 14th, Columbus OH 43215-3414	9470111899561900953621	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Thomas J. Curry, Comptroller of the Currency, OCC, 400 7th Street SW Suite 3e218, Washington DC 20219-0006	9470111899561900953935	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Jose Cruz, Industry Manager, NM Financial Institutions Div., P.O. Box 25101, Santa Fe NM 87504-5101	9470111899561900953911	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	David J. Cotney, Commr. of Banks, Massachusetts Div. of Banks, 1000 Washington Street Suite 10, Boston MA 02118-6400	9470111899561900953706	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Carmine Costa, Director, Dept. of Banking, Consumer Credit Div., 260 Constitution Plaza, Hartford CT 06103-1820	9470111899561900953836	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Richard Cordray, Director, Consumer Financial Protection Bureau, P.O. Box 4503, Iowa City IA 52244-4503	9470111899561900953812	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Robert E. Cooper, Jr., Attorney General, Office of the Attorney General and Reporter, P.O. Box 20207, Nashville TN 37202-4015	9470111899561900953225	Delivered	7/26/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Charles G. Cooper, Commr., Texas Dept. of Banking, 2601 N. Lamar Blvd Suite 300, Austin TX 78705-4261	9470111899561900959593	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Roy Cooper, Attorney General, Office of the Attorney General, 9001 Mail Service Center, Raleigh NC 27699-9000	9470111899561900959555	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Jack Conway, Attorney General, Office of the Attorney General, Capitol Suite 118 700 Capitol Avenue, Frankfort KY 40601-3449	9470111899561900959425	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Martha Coakley, Attorney General, Office of the Massachusetts Attorney General, ATTN CAFA Coordinator/General Counsels Office One, Boston MA 02108	9470111899561900959005	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Sara M. Cline, Commr. of Banking, WV Board of Banking and Financial Institutions, 900 Pennsylvania Avenue, Suite 306, Charleston WV 25302-3542	9470111899561900959340	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Sara Chambers, Div. Director, Div. of Corp., Business and Prof. Licensing, P.O. Box 110807, Juneau AK 99811-0807	9470111899561900959135	Delivered	7/28/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Iris Ikeda Catalani, Commr., Dept. of Commerce and Consumer Affairs, P.O. Box 2054, Honolulu HI 96805-2054	9470111899561900959128	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Patrick Carter, Director, Dept. of Finance, Div. of Revenue, 820 North French Street Suite 2, Wilmington DE 19801-3509	9470111899561900959661	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Thomas J. Candon, Deputy Commr., Dept. of Financial Regulation Banking Div., 89 Main Street, Montpelier VT 05602-3167	9470111899561900959937	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	James D. "Buddy" Caldwell, Attorney General, Office of the Attorney General, P.O. Box 94095, Baton Rouge LA 70804-9095	9470111899561900959739	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	George E. Burns, Commr., Div. of Financial Institutions, 2785 E. Desert Inn Rd., Las Vegas NV 89121-3626	9470111899561900959876	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Pam Bondi, Attorney General, Office of the Attorney General, The Capitol PL-01, Tallahassee FL 32399-1050	9470111899561900959821	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Ken Boldt, Acting Commr., Dept. of Regulatory Agencies Div. of Banking, 1560 Broadway Suite 975, Denver CO 80202-5144	9470111899561900959289	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Lic. Rafael Blanco Latorre, Commr., Comm. of Financial Institutions of Puerto Rico, P.O. Box 11855, San Juan PR 00910-3855	9470111899561900959265	Delivered	7/29/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Joseph R. "Beau" Biden III, Attorney General, Office of the Attorney General, Carvel State Office Building 820 North French St, Wilmington DE 19801	9470111899561900921538	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Kathy Berg, Director, Div. of Corporations & Commercial Code, P.O. Box 146705, Salt Lake City UT 84114-6705	9470111899561900921521	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Dennis L. Bassett, Director, Dept. of Financial Institutions, 30 South Meridian St. Suite 300, Indianapolis IN 46204-3509	9470111899561900921408	Delivered	7/25/2014	USPS	Priority Mail Express	
7/24/2014	7/24/2014	Kevin Anselm, Director, Div. of Banking and Securities, P.O. Box 110807, Juneau AK 99811-0807	9470111899561900921002	Delivered	7/28/2014	USPS	Priority Mail Express	

# ATTACHMENT 2:

## **Summary Email Notice**

Having trouble viewing this e-mail? [View it in your browser](#)

## NOTICE OF CLASS ACTION SETTLEMENT

*A federal court authorized this notice. This is not a solicitation from a lawyer.*

Settlement Class Member: **Thomas T. Test**  
Notice ID: **11155-55555-55111**

**[CLICK TO FILE A CLAIM](#)**

For more information, visit:  
**[www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com)**

**If you received a non-emergency credit card debt collection call on your cellular telephone from Capital One through the use of an automatic telephone dialing system and/or an artificial or prerecorded voice, you could receive a payment from a class action settlement. You received this email because Capital One's records show you may be a member of the Settlement Class.**

**Si usted recibió una llamada que no fuera de emergencia por su teléfono celular de Capital One mediante el uso de un sistema de marcado automático telefónico y/o voz pregrabada, podría recibir un pago de un arreglo de acción de clase.**

*Si desea recibir esta notificación en español, visite nuestra página web o llámenos.*

A \$75,455,098.74 Settlement has been reached in a class action lawsuit claiming that Capital One, Leading Edge Recovery Solutions, LLC, Capital Management Systems, LP, and AllianceOne Receivables Management, Inc. unlawfully used an automatic telephone dialing system and/or an artificial or prerecorded voice to call cell phones without the prior express consent of the recipients in an attempt to collect a credit card debt. Capital One, Leading Edge Recovery Solutions, LLC, Capital Management Systems, LP, and AllianceOne Receivables Management, Inc. deny that they did anything wrong and the Court has not decided who is right.

**Who's Included?** The Court decided that the Settlement Class includes all persons within the United States who:

(1) received a non-emergency telephone call from Capital One's dialer(s) to a cellular telephone through the use of an automatic telephone dialing system or an artificial or prerecorded voice in connection with an attempt to collect on a credit card debt from January 18, 2008 through June 30, 2014,

**or**

(2) received a non-emergency telephone call made on behalf of Capital One by Leading Edge Recovery Solutions, LLC, Capital Management Systems, LP, or AllianceOne Receivables Management, Inc. to a cellular telephone through the use of an automatic telephone dialing system or an artificial or prerecorded voice in connection with an attempt to collect on a credit card debt from February 28, 2009, through June 30, 2014.

**What Are the Settlement Terms?** A Settlement Fund of \$75,455,098.74 has been established to pay valid claims, attorney fees, service awards, costs, expenses, and settlement administration. Additionally, as a benefit to all Settlement Class Members, Capital One has developed and implemented significant enhancements to its calling systems designed to prevent the calling of borrowers' cellular telephone with an autodialer unless the recipient of the call has provided prior express consent.

**How can You get a Payment?** To get a payment you must submit a claim **using this 15 digit, unique identifier:**

**11155-55555-55111**

You can submit your claim [online](#), by calling the toll-free number, or by mail. **It is estimated that payments will be between \$20 and \$40 per claim.** Each Class Member is eligible to file only one Claim. The final cash payment amount that Settlement Class Members receive will depend on the total number of valid and timely claims filed. The claim deadline is **November 26, 2014**.

**Your Other Options.** If you do not want to be legally bound by the Settlement, you must exclude yourself from the Settlement Class by **October 27, 2014**. If you do not exclude yourself, you will release your claims against Capital One, Capital Management Systems, Leading Edge Recovery Solutions, and AllianceOne Receivables Management. You may object to the Settlement by **October 27, 2014**. The [detailed notice](#) available on the Claims Administrator's [website](#) explains how to exclude yourself or object. The Court will hold a Hearing on **December 9, 2014** to consider whether to approve the Settlement and a request for attorneys' fees of up to \$22,636,528 and service payments of \$5,000 each to the five Class Representatives. You may appear at the hearing, either yourself or through an attorney hired by you, but you do not have to appear at the hearing.

For more information, call the Claims Administrator's toll free number (1-844-357-TCPA or 1-844-357-8272) or visit the Claims Administrator's website at [www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com)

**Website:** [www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com)

**Toll-Free Phone Number : 1-844-357-TCPA or 844-357-8272**  
**Address: Capital One TCPA Class Settlement Claims Administrator**  
**P.O. Box 25609**  
**Richmond, VA 23260-5609**

**Click [here](#) if you wish to no longer receive emails from the Capital One TCPA Class Settlement Claims Administrator.**

*This electronic mail is intended to be received and read only by certain individuals and may contain information that is privileged or protected. If it has been misdirected, or if you suspect you received this in error, please delete this message. These restrictions apply to any attachment to this email.*

# ATTACHMENT 3:

## **Courtesy Reminder Email**

This is a courtesy reminder from the Capital One TCPA Class Settlement Claims Administrator. The deadline to file a claim to receive a payment from the Capital One TCPA Class Settlement Program is **November 26, 2014**.

We previously sent you the legal notice below that includes important information about this Settlement and how to file a claim. The deadlines to opt out of or object to the Settlement have now passed.

## NOTICE OF CLASS ACTION SETTLEMENT

*A federal court authorized this notice. This is not a solicitation from a lawyer.*

Name: **Thomas T. Test**

Notice ID: **11155-55555-55111**

**[CLICK TO FILE A CLAIM](#)**

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(1) received a non-emergency telephone call from Capital One's dialer(s) to a cellular telephone through the use of an automatic telephone dialing system or an artificial or prerecorded voice in

connection with an attempt to collect on a credit card debt from January 18, 2008 through June 30, 2014,

**or**

(2) received a non-emergency telephone call made on behalf of Capital One by Leading Edge Recovery Solutions, LLC, Capital Management Systems, LP, or AllianceOne Receivables Management, Inc. to a cellular telephone through the use of an automatic telephone dialing system or an artificial or prerecorded voice in connection with an attempt to collect on a credit card debt from February 28, 2009, through June 30, 2014.

**What Are the Settlement Terms?** A Settlement Fund of \$75,455,098.74 has been established to pay valid claims, attorney fees, service awards, costs, expenses, and settlement administration. Additionally, as a benefit to all Settlement Class Members, Capital One has developed and implemented significant enhancements to its calling systems designed to prevent the calling of borrowers' cellular telephone with an autodialer unless the recipient of the call has provided prior express consent.

**How can You get a Payment?** To get a payment you must submit a claim **using this 15 digit, unique identifier:**

**11155-55555-55111**

You can submit your claim [online](#), by calling the toll-free number, or by mail. **It is estimated that payments will be between \$20 and \$40 per claim.** Each Class Member is eligible to file only one Claim. The final cash payment amount that Settlement Class Members receive will depend on the total number of valid and timely claims filed. The claim deadline is **November 26, 2014**.

**Your Other Options.** If you do not want to be legally bound by the Settlement, you must exclude yourself from the Settlement Class by **October 27, 2014**. If you do not exclude yourself, you will release your claims against Capital One, Capital Management Systems, Leading Edge Recovery Solutions, and AllianceOne Receivables Management. You may object to the Settlement by **October 27, 2014**. The [detailed notice](#) available on the Claims Administrator's [website](#) explains how to exclude yourself or object. The Court will hold a Hearing on **December 9, 2014** to consider whether to approve the Settlement and a request for attorneys' fees of up to \$22,636,528 and service payments of \$5,000 each to the five Class Representatives. You may appear at the hearing, either yourself or through an attorney hired by you, but you do not have to appear at the hearing.

For more information, call the Claims Administrator's toll free number (1-844-357-TCPA or 1-844-357-8272) or visit the Claims Administrator's website at [www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com)

**Website: [www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com)**

**Toll-Free Phone Number: 1-844-357-TCPA or 1-844-357-8272**  
**Address: Capital One TCPA Class Settlement Claims Administrator**  
**P.O. Box 25609**  
**Richmond, VA 23260-5609**

**Click [here](#) if you wish to no longer receive emails from the Capital One TCPA Class Settlement Claims Administrator.**

*This electronic mail is intended to be received and read only by certain individuals and may contain information that is privileged or protected. If it has been misdirected, or if you suspect you received this in error, please delete this message. These restrictions apply to any attachment to this email.*

# ATTACHMENT 4:

## **Summary Postcard Notice**

**LEGAL NOTICE**

*A federal court authorized this Notice.  
This is not a solicitation from a lawyer.*

If you received a non-emergency call on your cellular telephone regarding debt collection for a Capital One credit card through the use of an automatic telephone dialing system and/or a prerecorded voice, you could receive a payment from a class action settlement.

Si usted recibió una llamada sobre recibo de impagos para una tarjeta de crédito de Capital One que no fuera de emergencia por su teléfono celular mediante el uso de un sistema de marcado automático telefónico y/o voz pregrabada, podría recibir un pago de un arreglo de acción de clase.

Si desea recibir esta notificación en español, visite nuestra página web o llámenos.

A \$75,455,098.74 Settlement has been reached in a class action lawsuit claiming that Capital One, Leading Edge Recovery Solutions, Capital Management Systems, and AllianceOne Receivables Management unlawfully used an automatic telephone dialing system and/or an artificial or prerecorded voice to call cell phones without the prior express consent of the recipients. Each calling entity denies that it did anything wrong, and the Court has not decided who is right.

[www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com)  
Toll-Free Number: 1-844-357-TCPA (8272)

Capital One TCPA Class Settlement  
Claims Administrator  
P.O. Box 25609  
Richmond, VA 23260-5609  
Deadline to file a Claim: 11/26/2014

PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE PAID  
SEYMOUR, IN  
PERMIT NO. 324



**You might get a payment from the Class Action  
Settlement described in this Notice.**



00001  
#

**Legal Notice**

**Who's included?** Capital One's records show you are a member of the Settlement Class. The Court decided that the Settlement Class includes all individuals who:

(1) received one or more non-emergency, debt collection telephone calls from Capital One regarding a Capital One credit card to a cellular telephone through the use of an automatic telephone dialing system and/or an artificial or prerecorded voice between January 18, 2008 and June 30, 2014;

or

(2) received one or more non-emergency, debt collection telephone calls from AllianceOne Receivables Management, Capital Management Systems, or Leading Edge Recovery Solutions regarding a Capital One credit card to a cellular telephone through the use of an automatic telephone dialing system and/or an artificial or prerecorded voice between February 28, 2009, and June 30, 2014.

**What are the Settlement terms?** A Settlement Fund of \$75,455,098.74 has been established to pay valid claims, attorney fees, service awards, costs, expenses, and settlement administration. Additionally, Capital One has enhanced its business practices to ensure that a borrower has provided consent before being called on a cell phone.

**How can you get a payment?** To get a payment, you can simply tear off, sign, and mail the attached pre-filled, postage pre-paid Claim Form. You can alternatively






submit your claim online or by calling the toll-free number. If you submit your claim online or by phone, you must provide the 15-digit number in this Notice labeled "Notice ID." It is estimated that payments will be between \$20 and \$40 per claim. Each Class Member is eligible to file only one Claim. The final cash payment amount that class members receive will depend on the total number of valid and timely claims filed by all Class Members. The claim deadline is **11/26/14**.

**Your other options.** If you do not want to be legally bound by the Settlement, you must exclude yourself by **10/27/14**. If you do not exclude yourself, you will release your claims against Capital One, Leading Edge Recovery Solutions, Capital Management Systems, and AllianceOne Receivables Management. You may object to the Settlement by **10/27/14**. The Detailed Notice available on the website explains how to exclude yourself or object. The Court will hold a Hearing on **12/9/14** to consider whether to approve the Settlement and a request for attorneys' fees of up to \$22,636,528 and service payments of \$5,000 each to the five Class Representatives. You may appear at the hearing, either yourself or through an attorney hired by you, but you don't have to. For more information, call **1-844-357-TCPA (8272)**, or visit the website at [www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com).

**Your Notice ID:**

102B

		<b>NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES</b>
<b>BUSINESS REPLY MAIL</b> FIRST-CLASS MAIL PERMIT NO. 322000 RICHMOND, VA		
POSTAGE WILL BE PAID BY ADDRESSEE		
CAPITAL ONE TCPA CLASS SETTLEMENT CLAIMS ADMINISTRATOR PO BOX 25609 RICHMOND VA 23286-8125		
		

<b>Capital One's records show <u>you could receive a payment</u> from a class action settlement. Just tear off, sign, and mail in this Claim Form.</b> The legal notice inside this postcard explains the settlement and your rights.										
TCPA002	CAPITAL ONE TCPA CLASS SETTLEMENT CLAIM FORM	FILING DEADLINE: 11/26/14								
Claimant Name:  [If you need to edit your name, you must submit your claim online.]	Claimant Notice ID: 	 50445-1								
Sign and date below if: (1) you wish to submit a claim for benefits from the Capital One TCPA Settlement Program and (2) you received one or more non-emergency phone calls to your cellular telephone from Capital One, between 1/18/2008 and 6/30/2014, and/or from Capital Management Systems, Leading Edge Recovery Solutions, or AllianceOne Receivables Management on behalf of Capital One, between 2/28/2009 and 6/30/2014, through the use of an automatic telephone dialing system and/or an artificial or prerecorded voice in an attempt to collect a Capital One credit card debt.										
You may submit this Claim Form by detaching this postage pre-paid card and placing it in the nearest U.S. Postal Service receptacle. By signing and submitting this Claim Form, you certify that the information provided is true and correct. If you need to edit your name, address, or other information, you must do so online.										
Signature _____	Date <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td>(Month)</td> <td>(Day)</td> </tr> </table> / <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td>(Day)</td> <td>(Year)</td> </tr> </table>			(Month)	(Day)			(Day)	(Year)	
(Month)	(Day)									
(Day)	(Year)									
50445-  -001-001 										

# ATTACHMENT 5:

## **Banner Notice Placements, Clicks, and Impressions**

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Websites that Displayed the Banner Notice

Row	Placement	Clicks <sup>1</sup>	Impressions <sup>2</sup>	CTR <sup>3</sup>	Avg. CPC <sup>4</sup>
1.	411.com	0	1,209	0.00%	0
2.	anywho.com	0	15	0.00%	0
3.	ap.org	9	11,171	0.08%	1.73
4.	bankencyclopedia.com	0	242	0.00%	0
5.	bankshelp.com	0	256	0.00%	0
6.	bleacherreport.com	160	314,915	0.05%	1.01
7.	brainwreck.com	0	0	0.00%	0
8.	capital.com	0	10	0.00%	0
9.	distractify.com	733	1,252,653	0.06%	0.93
10.	doctorofcredit.com	0	32	0.00%	0
11.	gizmopod.com	9	59,968	0.02%	1.16
12.	imgur.com	57	1,268,102	0.00%	4.11
13.	intellicast.com	43	1,697,708	0.00%	4.09
14.	lawyerherald.com	0	587	0.00%	0
15.	local.com	3	2,229	0.13%	1.64
16.	musictimes.com	23	42,409	0.05%	1.16
17.	mystore411.com	338	45,765	0.74%	1.48
18.	pbs.org	0	3	0.00%	0
19.	phonenumbers.com	0	34	0.00%	0
20.	pof.com	6,212	14,408,826	0.04%	0.68
21.	pointchaser.com	0	26	0.00%	0
22.	rantsports.com	13	149,995	0.01%	1.99
23.	reuters.com	2	3,369	0.06%	1.6
24.	thelawdictionary.org	0	2,611	0.00%	0
25.	thewire.com	0	6,677	0.00%	0

<sup>1</sup> "Clicks" are the number of times users click on an ad, via a mouse, touchscreen, or other interface.

<sup>2</sup> "Impressions" are the number of times an ad is displayed to users.

<sup>3</sup> "CTR" is the "click through rate," calculated by dividing Clicks by Impressions.

<sup>4</sup> "Avg. CPC" is the average amount of spend per Click.

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Websites that Displayed the Banner Notice

Row	Placement	Clicks <sup>1</sup>	Impressions <sup>2</sup>	CTR <sup>3</sup>	Avg. CPC <sup>4</sup>
26.	whitepages.com	12	6,810	0.18%	1.75
27.	whocallsme.com	13	13,546	0.10%	1.45
28.	www.800notes.com	35	27,226	0.13%	1.48
29.	www.callerr.com	1	1,083	0.09%	1.46
30.	www.callhunter.com	0	459	0.00%	0
31.	www.findwhocallsme.com	0	10	0.00%	0
32.	www.freephonetracer.com	0	0	0.00%	0
33.	www.intelius.com/reverse-phone-lookup.html	0	0	0.00%	0
34.	www.mycallbot.com	2	835	0.24%	1.42
35.	www.peoplesmart.com	0	0	0.00%	0
36.	www.peopleverified.com	0	0	0.00%	0
37.	www.phonebooks.com	0	0	0.00%	0
38.	www.unknownphone.com	0	52	0.00%	0
39.	www.whatnumberis.com	3	4,750	0.06%	1.87
40.	www.whocalledme.com	0	131	0.00%	0

# ATTACHMENT 6:

## **Settlement Program Banner Notices**

## BANNER NOTICES SIZES

### 160x600 Pixels



**Legal Notice**  
*A federal court authorized this notice.*

*If you received any calls to your cell phone from Capital One before June 30, 2014, you may be included in a class action settlement and eligible for an estimated payment of \$20 to \$40.*

**CLICK HERE to learn more and file a claim!**

**CALL**

[www.CapitalOneTCPASettlement.com](http://www.CapitalOneTCPASettlement.com)  
1-844-357-TCPA (8272)

### 300x250 Pixels



**Legal Notice**  
*A federal court authorized this notice.*

*If you received any calls to your cell phone from Capital One before June 30, 2014, you may be included in a class action settlement and eligible for an estimated payment of \$20 to \$40.*

**CLICK HERE to learn more and file a claim!**

[www.CapitalOneTCPASettlement.com](http://www.CapitalOneTCPASettlement.com)  
1-844-357-TCPA (8272)

**CALL**

### 728x90 Pixels



**Legal Notice**  
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**CLICK HERE to learn more and file a claim!**

[www.CapitalOneTCPASettlement.com](http://www.CapitalOneTCPASettlement.com) 1-844-357-TCPA (8272)

**CALL**

# ATTACHMENT 7:

## **Banner Notice Placement Simulations**

NFL	MLB	EPL	CFB	NBA	MLS
2ND 07:59	FINAL	FINAL	FINAL	FINAL	FINAL
CIN 0	KC 17	NYJ 0	ARI 20	CLE 29	CHI 24
NE 14	SF 22	SD 31	DEN 41	TEN 28	CAR 31
					TB NO

[NFL](#)
[CFB](#)
[MLB](#)
[NBA](#)
[SOCCER](#)
[NHL](#)
[CBB](#)
[UFC](#)
[WWE](#)
[GOLF](#)
[NASCAR](#)
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[Teams](#)
[2014 NBA Draft](#)
[Archives](#)
[Top Writers](#)
[Tickets](#)
[Shop](#)
[Newsletter](#)
[Odds](#)
[Mobile site](#)

## Legal Notice

A federal court authorized this notice.

[www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com) 1-844-357-TCPA (8272)

If you received any calls to your cell phone from Capital One before June 30, 2014, you may be included in a class action settlement and eligible for an estimated payment of \$20 to \$40.

CLICK HERE to learn more and file a claim!

# NBA

## NBA Predictions 2014-15: Win-Loss Projections for Every Team, Pre-Training Camp

By Josh Martin, NBA Lead Writer Sep 22, 2014

[f SHARE](#) [TWEET](#)

9. New York Knicks: 36-46

« PREV 8 of 32 NEXT »

Frank Franklin II/Associated Press

For once, the New York Knicks put together a summer that, in some respects, could be characterized as "smart."

They parlayed their souring relationships with Tyson Chandler and Raymond Felton into a package featuring a savvy, sweet-shooting point guard for the triangle offense (Jose Calderon). That deal also saw the Knicks trade their way into draft, where they wound up with Cleanthony Early and Thanasis Antetokounmpo as second-round picks. Moreover, they managed to re-sign Carmelo Anthony for

### FOLLOW B/R ON FACEBOOK

[f Like](#) Bryan Alexander Highfill and 2,485,880 others like this.

## NLDS ON MLB NETWORK

GAME 3

70 vs S

MONDAY

ROLL OVER TO EXPAND

### NBA TEAM STREAM™

[Win-Loss Predictions for Each Team](#)  
from Bleacher Report

[Each Team's Biggest Preseason Storyline](#)  
from BleacherReport.com

[Wade Opens Up on Life After LeBron](#)  
from BleacherReport.com

[Blatt & Cavs Beat Maccabi Tel Aviv 107-80](#)  
from NBA.com

[NBA Players Due for Big Role Changes](#)  
from BleacherReport.com

[John Wall Leading the Wizards at Camp](#)  
from NBA.com

# WhatNumberIs.com

AdChoices


- ▶ Number Lookup
- ▶ Phone Number
- ▶ Number Search

## Legal Notice

A federal court authorized this notice.

If you received any calls to your cell phone from Capital One before June 30, 2014, you may be included in a class action settlement and eligible for an estimated payment of \$20 to \$40.

Click Here to learn more and file a claim!



www.CapitalOneTCPA ClassSettlement.com  
1-844-357-TCPA (8272)

Google Custom Search

**Add phone number - Home**

search or add phone number

### Find who keeps calling your phone


This is a user supplied database of phone numbers from different telemarketers, non-profit organizations, charities, SCAM artists, and other companies that don't leave messages, disconnect once you answer, or keep disturbing you several times a day.

## Tiny Prints Stationery

tinyprints.com

Free Shipping on All Orders \$49+.

Shop 100s of Chic Styles & Designs.



### Who called from 609-227-4005 / 6092274005?

The number 609-227-4005 / 6092274005 was added by Anonymous and there was no replies since. Please feel free to leave a comment on any information about this phone number.

? 609-227-4005 by Anonymous on Feb. 1, 2014 08:56 am

"Phone number: 609-227-4005 who is this?"

## FREE REVERSE PHONE LOOKUP

Search Any Number.

Get Name, Address, Pics And More!

example: (123) 456-7890

SPOKEO

Your Name:

# ATTACHMENT 8:

## **Paid Search Detailed Statistics**

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

Table 1	Campaign Overview					
Row	Advertisement Location	Clicks <sup>1</sup>	Impressions <sup>2</sup>	CTR <sup>3</sup>	Avg. CPC <sup>4</sup>	Avg. CPM <sup>5</sup>
1.	Google Display Network	7,668	19,323,714	0.04%	\$0.80	\$0.32
2.	Google AdWords	1,777	48,331	3.68%	\$1.10	\$40.37
3.	Bing	2,120	18,463	11.48%	\$0.08	\$8.68

<sup>1</sup> “Clicks” are the number of times users click on an ad, via a mouse, touchscreen, or other interface.

<sup>2</sup> “Impressions” are the number of times an ad is displayed to users.

<sup>3</sup> “CTR” is the “click through rate,” calculated by dividing Clicks by Impressions.

<sup>4</sup> “Avg. CPC” is the average amount of spend per Click.

<sup>5</sup> “Avg. CPM” is the average amount of spend for every thousand impressions of an ad.

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

Table 2	Paid Search Detailed Statistics – Google Ad Network					
Row	Keyword	Clicks	Impressions	CTR	Avg. CPC	Avg. Position <sup>6</sup>
1.	Telephone Consumer Protection Act	0	79	0.00%	0	4.2
2.	TCPA	67	4,901	1.37%	2.28	2.1
3.	Capital One Class Action	26	240	10.83%	1.33	1.3
4.	Capital One Credit Card Settlement	23	320	7.19%	1.33	1.6
5.	Capital One Settlement	18	221	8.14%	0.97	1.6
6.	Cell Phone Lawsuit	2	400	0.50%	2.63	1.9
7.	Capital One Phone	101	10,442	0.97%	2.07	1.7
8.	Capital One Lawsuit	33	398	8.29%	0.99	1.4
9.	TCPA Settlement	48	332	14.46%	0.85	1.1
10.	TCPA Class Action	3	179	1.68%	0.9	1.7
11.	TCPA Lawsuit	10	384	2.60%	2.41	1.2
12.	Class Settlement	410	13,664	3.00%	1.47	1.2
13.	Capital One Automated Call Class Action	0	0	0.00%	0	0
14.	Capital One Automated Call Lawsuit	0	0	0.00%	0	0
15.	Capital One Automated Call Litigation	0	0	0.00%	0	0
16.	Capital One Automated Call MDL	0	0	0.00%	0	0
17.	Capital One Automated Call Settlement	0	0	0.00%	0	0
18.	Capital One Cell	20	2,551	0.78%	3.08	2.7
19.	Capital One Cell Phone	31	2,564	1.21%	2.25	1.6
20.	Capital One Cell Phone Call Class Action	0	0	0.00%	0	0
21.	Capital One Cell Phone Call Lawsuit	0	0	0.00%	0	0
22.	Capital One Cell Phone Call Litigation	0	0	0.00%	0	0
23.	Capital One Cell Phone Call MDL	0	0	0.00%	0	0
24.	Capital One Cell Phone Call Settlement	0	0	0.00%	0	0
25.	Capital One Cell Phone Class Action	0	0	0.00%	0	0
26.	Capital One Cell Phone Lawsuit	0	2	0.00%	0	1
27.	Capital One Cell Phone Litigation	0	0	0.00%	0	0

<sup>6</sup> “Avg. Position” describes how an ad typically ranks against other ads and determines in which order the ad appears on the page.

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

Table 2	Paid Search Detailed Statistics – Google Ad Network					
Row	Keyword	Clicks	Impressions	CTR	Avg. CPC	Avg. Position <sup>6</sup>
28.	Capital One Cell Phone MDL	0	0	0.00%	0	0
29.	Capital One Cell Phone Settlement	0	0	0.00%	0	0
30.	Capital One Cellular Phone Class Action	0	0	0.00%	0	0
31.	Capital One Cellular Phone Lawsuit	0	0	0.00%	0	0
32.	Capital One Cellular Phone Litigation	0	0	0.00%	0	0
33.	Capital One Cellular Phone MDL	0	0	0.00%	0	0
34.	Capital One Cellular Phone Settlement	0	0	0.00%	0	0
35.	Capital One Class Action Settlement	34	234	14.53%	0.82	1.1
36.	Capital One Class Settlement	14	89	15.73%	0.7	1
37.	Capital One Collection Call Class Action	0	0	0.00%	0	0
38.	Capital One Collection Call Lawsuit	0	0	0.00%	0	0
39.	Capital One Collection Call Litigation	0	0	0.00%	0	0
40.	Capital One Collection Call MDL	0	0	0.00%	0	0
41.	Capital One Collection Call Settlement	0	0	0.00%	0	0
42.	Capital One Collection Class Action	0	4	0.00%	0	1
43.	Capital One Collection Lawsuit	0	0	0.00%	0	0
44.	Capital One Collection Litigation	0	0	0.00%	0	0
45.	Capital One Collection MDL	0	0	0.00%	0	0
46.	Capital One Collection Settlement	0	0	0.00%	0	0
47.	Capital One Credit Card Call Class Action	0	0	0.00%	0	0
48.	Capital One Credit Card Call Lawsuit	0	0	0.00%	0	0
49.	Capital One Credit Card Call Litigation	0	0	0.00%	0	0
50.	Capital One Credit Card Call MDL	0	0	0.00%	0	0
51.	Capital One Credit Card Call Settlement	0	0	0.00%	0	0
52.	Capital One Credit Card Class Action	55	416	13.22%	1.17	1.5
53.	Capital One Credit Card Collection Call Class Action	0	0	0.00%	0	0
54.	Capital One Credit Card Collection Call Lawsuit	0	0	0.00%	0	0
55.	Capital One Credit Card Collection Call Litigation	0	0	0.00%	0	0
56.	Capital One Credit Card Collection Call MDL	0	0	0.00%	0	0

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

Table 2	Paid Search Detailed Statistics – Google Ad Network					
Row	Keyword	Clicks	Impressions	CTR	Avg. CPC	Avg. Position <sup>6</sup>
57.	Capital One Credit Card Collection Call Settlement	0	0	0.00%	0	0
58.	Capital One Credit Card Collection Lawsuit	0	0	0.00%	0	0
59.	Capital One Credit Card Collection Litigation	0	0	0.00%	0	0
60.	Capital One Credit Card Collection MDL	0	0	0.00%	0	0
61.	Capital One Credit Card Collection Settlement	0	0	0.00%	0	0
62.	Capital One Credit Card Debt Collection Call Class	0	0	0.00%	0	0
63.	Capital One Credit Card Debt Collection Call Lawsuit	0	0	0.00%	0	0
64.	Capital One Credit Card Debt Collection Call Litigation	0	0	0.00%	0	0
65.	Capital One Credit Card Debt Collection Call MDL	0	0	0.00%	0	0
66.	Capital One Credit Card Debt Collection Call Settlement	0	0	0.00%	0	0
67.	Capital One Credit Card Lawsuit	42	1,758	2.39%	1.47	2.3
68.	Capital One Credit Card Litigation	0	0	0.00%	0	0
69.	Capital One Credit Card MDL	0	0	0.00%	0	0
70.	Capital One Debt Collection Lawsuit	0	0	0.00%	0	0
71.	Capital One Debt Collection Litigation	0	0	0.00%	0	0
72.	Capital One Debt Collection MDL	0	0	0.00%	0	0
73.	Capital One Debt Collection Settlement	0	0	0.00%	0	0
74.	Capital One Litigation	3	65	4.62%	1.03	1.6
75.	Capital One MDL	0	0	0.00%	0	0
76.	Capital One Phone Call Class Action	0	0	0.00%	0	0
77.	Capital One Phone Call Lawsuit	0	0	0.00%	0	0
78.	Capital One Phone Call Litigation	0	0	0.00%	0	0
79.	Capital One Phone Call MDL	0	0	0.00%	0	0
80.	Capital One Phone Call Settlement	0	0	0.00%	0	0
81.	Capital One Phone Class Action	0	1	0.00%	0	1
82.	Capital One Phone Lawsuit	0	1	0.00%	0	1
83.	Capital One Phone Litigation	0	0	0.00%	0	0

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

Table 2	Paid Search Detailed Statistics – Google Ad Network					
	Keyword	Clicks	Impressions	CTR	Avg. CPC	Avg. Position <sup>6</sup>
84.	Capital One Phone MDL	0	0	0.00%	0	0
85.	Capital One Phone Settlement	1	7	14.29%	2.82	2.3
86.	Capital One Pre-recorded Call Class Action	0	0	0.00%	0	0
87.	Capital One Pre-recorded Call Lawsuit	0	0	0.00%	0	0
88.	Capital One Pre-recorded Call Litigation	0	0	0.00%	0	0
89.	Capital One Pre-recorded Call MDL	0	0	0.00%	0	0
90.	Capital One Pre-recorded Call Settlement	0	0	0.00%	0	0
91.	Capital One Prerecorded Call Class Action	0	0	0.00%	0	0
92.	Capital One Prerecorded Call Lawsuit	0	0	0.00%	0	0
93.	Capital One Prerecorded Call Litigation	0	0	0.00%	0	0
94.	Capital One Prerecorded Call MDL	0	0	0.00%	0	0
95.	Capital One Prerecorded Call Settlement	0	0	0.00%	0	0
96.	Capital One Robo Call Class Action	0	0	0.00%	0	0
97.	Capital One Robo Call Lawsuit	0	0	0.00%	0	0
98.	Capital One Robo Call Litigation	0	0	0.00%	0	0
99.	Capital One Robo Call MDL	0	0	0.00%	0	0
100.	Capital One Robo Call Settlement	0	0	0.00%	0	0
101.	Capital One Robo-Call Class Action	0	0	0.00%	0	0
102.	Capital One Robo-Call Lawsuit	0	0	0.00%	0	0
103.	Capital One Robo-Call Litigation	0	0	0.00%	0	0
104.	Capital One Robo-Call MDL	0	0	0.00%	0	0
105.	Capital One Robo-Call Settlement	0	0	0.00%	0	0
106.	Capital One TCPA	18	114	15.79%	1.45	1.1
107.	Capital One TCPA Class Action	24	120	20.00%	0.77	1.1
108.	Capital One TCPA Lawsuit	0	7	0.00%	0	1.4
109.	Capital One TCPA Litigation	0	0	0.00%	0	0
110.	Capital One TCPA MDL	0	0	0.00%	0	0
111.	Capital One TCPA Settlement	527	2,093	25.18%	0.27	1
112.	Capital One TCPA Settlement Program	10	22	45.45%	0.41	1
113.	Capital One Telephone Call Class Action	0	0	0.00%	0	0

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

Table 2	Paid Search Detailed Statistics – Google Ad Network					
Row	Keyword	Clicks	Impressions	CTR	Avg. CPC	Avg. Position <sup>6</sup>
114.	Capital One Telephone Call Lawsuit	0	0	0.00%	0	0
115.	Capital One Telephone Call Litigation	0	0	0.00%	0	0
116.	Capital One Telephone Call MDL	0	0	0.00%	0	0
117.	Capital One Telephone Call Settlement	0	0	0.00%	0	0
118.	Capital One Telephone Class Action	2	33	6.06%	1.9	1
119.	Capital One Telephone Consumer Protection Act	0	2	0.00%	0	1
120.	Capital One Telephone Consumer Protection Act Class Action	0	0	0.00%	0	0
121.	Capital One Telephone Consumer Protection Act Lawsuit	0	0	0.00%	0	0
122.	Capital One Telephone Consumer Protection Act Litigation	0	1	0.00%	0	1
123.	Capital One Telephone Consumer Protection Act MDL	0	0	0.00%	0	0
124.	Capital One Telephone Consumer Protection Act Settlement Program	0	0	0.00%	0	0
125.	Capital One Telephone Lawsuit	0	0	0.00%	0	0
126.	Capital One Telephone Litigation	0	0	0.00%	0	0
127.	Capital One Telephone MDL	0	0	0.00%	0	0
128.	Capital One Telephone Settlement	1	20	5.00%	1.73	1.6
129.	Cell Phone Class Action	3	95	3.16%	2.17	1.3
130.	Cell Phone Litigation	0	76	0.00%	0	3.3
131.	Cell Phone MDL	0	0	0.00%	0	0
132.	Cell Phone Settlement	0	88	0.00%	0	1.7
133.	Collection Call Class Action	0	0	0.00%	0	0
134.	Collection Call Lawsuit	0	0	0.00%	0	0
135.	Collection Call Litigation	0	0	0.00%	0	0
136.	Collection Call MDL	0	0	0.00%	0	0
137.	Collection Call Settlement	0	0	0.00%	0	0
138.	Credit Card Call Class Action	0	0	0.00%	0	0

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

Table 2	Paid Search Detailed Statistics – Google Ad Network					
Row	Keyword	Clicks	Impressions	CTR	Avg. CPC	Avg. Position <sup>6</sup>
139.	Credit Card Call Lawsuit	0	0	0.00%	0	0
140.	Credit Card Call Litigation	0	0	0.00%	0	0
141.	Credit Card Call MDL	0	0	0.00%	0	0
142.	Credit Card Call Settlement	0	0	0.00%	0	0
143.	Credit Card Collection Call Class Action	0	0	0.00%	0	0
144.	Credit Card Collection Call Lawsuit	0	0	0.00%	0	0
145.	Credit Card Collection Call Litigation	0	0	0.00%	0	0
146.	Credit Card Collection Call MDL	0	0	0.00%	0	0
147.	Credit Card Collection Call Settlement	0	0	0.00%	0	0
148.	Credit Card Collection Class Action	0	0	0.00%	0	0
149.	Credit Card Collection Lawsuit	1	107	0.93%	3.66	3.5
150.	Credit Card Collection Litigation	0	0	0.00%	0	0
151.	Credit Card Collection MDL	0	0	0.00%	0	0
152.	Credit Card Collection Settlement	0	174	0.00%	0	2.9
153.	Credit Card Debt Collection Call Class Action	0	0	0.00%	0	0
154.	Credit Card Debt Collection Call Lawsuit	0	0	0.00%	0	0
155.	Credit Card Debt Collection Call Litigation	0	0	0.00%	0	0
156.	Credit Card Debt Collection Call MDL	0	0	0.00%	0	0
157.	Credit Card Debt Collection Call Settlement	0	0	0.00%	0	0
158.	Debt Collection Call Class Action	0	0	0.00%	0	0
159.	Debt Collection Call Lawsuit	0	0	0.00%	0	0
160.	Debt Collection Call Litigation	0	0	0.00%	0	0
161.	Debt Collection Call MDL	0	0	0.00%	0	0
162.	Debt Collection Call Settlement	0	0	0.00%	0	0
163.	MDL Cell Phone Settlement	0	0	0.00%	0	0
164.	MDL Cellular Phone Settlement	0	0	0.00%	0	0
165.	MDL Phone Settlement	0	0	0.00%	0	0
166.	MDL Settlement	4	175	2.29%	2.17	1.7
167.	Non-Emergency Call Class Action	0	0	0.00%	0	0
168.	Non-Emergency Call Lawsuit	0	0	0.00%	0	0

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

Table 2	Paid Search Detailed Statistics – Google Ad Network					
Row	Keyword	Clicks	Impressions	CTR	Avg. CPC	Avg. Position <sup>6</sup>
169.	Non-Emergency Call Litigation	0	0	0.00%	0	0
170.	Non-Emergency Call MDL	0	0	0.00%	0	0
171.	Non-Emergency Call Settlement	0	0	0.00%	0	0
172.	Phone Class Action	22	746	2.95%	2.08	1.3
173.	Phone Lawsuit	9	967	0.93%	1.57	1.5
174.	Phone Litigation	3	722	0.42%	2.11	1.7
175.	Phone Settlement	21	1,458	1.44%	1.57	1.4
176.	Robo Call Class Action	0	0	0.00%	0	0
177.	Robo Call Lawsuit	0	0	0.00%	0	0
178.	Robo Call Litigation	0	0	0.00%	0	0
179.	Robo Call MDL	0	0	0.00%	0	0
180.	Robo Call Settlement	0	0	0.00%	0	0
181.	Robo-Call Class Action	0	0	0.00%	0	0
182.	Robo-Call Lawsuit	0	28	0.00%	0	2.1
183.	Robo-Call Litigation	0	0	0.00%	0	0
184.	Robo-Call MDL	0	0	0.00%	0	0
185.	Robo-Call Settlement	0	0	0.00%	0	0
186.	TCPA Class Action Settlement	1	68	1.47%	1.11	1.2
187.	TCPA Class Settlement	124	409	30.32%	0.64	1.1
188.	TCPA Litigation	1	77	1.30%	1.99	2
189.	TCPA MDL	0	2	0.00%	0	2.5
190.	Telephone Class Action	0	0	0.00%	0	0
191.	Telephone Consumer Protection Act Class Action	0	4	0.00%	0	3.5
192.	Telephone Consumer Protection Act Class Action Settlement	0	0	0.00%	0	0
193.	Telephone Consumer Protection Act Class Settlement	0	0	0.00%	0	0
194.	Telephone Consumer Protection Act Lawsuit	0	2	0.00%	0	2
195.	Telephone Consumer Protection Act Litigation	0	0	0.00%	0	0
196.	Telephone Consumer Protection Act MDL	0	0	0.00%	0	0

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation*, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)

Table 2	Paid Search Detailed Statistics – Google Ad Network					
Row	Keyword	Clicks	Impressions	CTR	Avg. CPC	Avg. Position <sup>6</sup>
197.	Telephone Consumer Protection Act Settlement	0	0	0.00%	0	0
198.	Telephone Lawsuit	9	604	1.49%	2.77	1.7
199.	Telephone Litigation	0	0	0.00%	0	0
200.	Telephone MDL	0	40	0.00%	0	1.7
201.	Telephone Settlement	56	825	6.79%	1.41	1.3

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

Table 3	Paid Search Detailed Statistics – Bing/Yahoo! Ad Network					
Row	Keyword	Clicks	Impressions	CTR	Avg. CPC	Avg. position
1.	tcpa settlement	1,460	4,140	35.27%	0.07	1.13
2.	capital one settlement	617	12,642	4.88%	0.07	3
3.	capital one mobile	6	523	1.15%	0.97	1.82
4.	class settlement	27	1,072	2.52%	0.06	2.8
5.	capital one class action	8	35	22.86%	0.05	1.8
6.	phone lawsuit	2	20	10.00%	0.05	2.7
7.	capital one cellular	0	0	0.00%	0	0
8.	capital one cell	0	1	0.00%	0	2
9.	capital one call	0	25	0.00%	0	3.2
10.	capital one call class	0	0	0.00%	0	0

# ATTACHMENT 9:

## **Paid Search Listing Simulations**

## Google Ad Network

### Legal Notice

If you received mobile phone calls  
from Cap One before June 30  
[capitalonetcpaclasssettlement.com](http://capitalonetcpaclasssettlement.com)

### Class Action Settlement

If you received mobile phone calls  
from Cap One before June 30  
[capitalonetcpaclasssettlement.com](http://capitalonetcpaclasssettlement.com)

### Capital One Settlement

If you received mobile phone calls  
from Capital One before 6/30/14  
[capitalonetcpaclasssettlement.com](http://capitalonetcpaclasssettlement.com)

### Capital One Settlement

If you received mobile phone calls  
from Capital One before June 30  
[capitalonetcpaclasssettlement.com](http://capitalonetcpaclasssettlement.com)

### Capital One TCPA

Information on the Class Action  
Settlement for Cell Phone Owners  
[capitalonetcpaclasssettlement.com](http://capitalonetcpaclasssettlement.com)

### Class Action Settlement

If you received a mobile phone call  
from Capital One before June 30  
[capitalonetcpaclasssettlement.com](http://capitalonetcpaclasssettlement.com)

### Capital One Settlement

Cell phone calls from Capital One  
before 30 June 2014, \$20 - \$40  
[capitalonetcpaclasssettlement.com](http://capitalonetcpaclasssettlement.com)

### Capital One Settlement

If you received mobile phone calls  
from Cap One before June 30  
[capitalonetcpaclasssettlement.com](http://capitalonetcpaclasssettlement.com)

## Bing/Yahoo! Ad Network

### Capital One Settlement

[capitalonetcpaclasssettlement.com](http://capitalonetcpaclasssettlement.com)  
If you received mobile phone calls  
from Capital One before June 20  
2014

# ATTACHMENT 10:

## **Notice of Invalid Request for Exclusion**

# CAPITAL ONE TCPA CLASS SETTLEMENT PROGRAM

## NOTICE OF INVALID REQUEST FOR EXCLUSION

**DATE OF NOTICE: [XX/XX/XX]****REQUEST FOR EXCLUSION DEADLINE: 10/27/14****Name**

First

[PRE-FILLED]

Middle

[PF]

Last

[PRE-FILLED]

### I. INTRODUCTION

This is an official communication from the Claims Administrator for the Capital One TCPA Class Settlement Program.

We received a letter from you suggesting that you may want to be excluded from the Settlement Class. As explained in Section II below, **your Request for Exclusion is invalid**. Accordingly, if you received a non-emergency telephone call to a cellular telephone through the use of an automatic telephone dialing system or an artificial or prerecorded voice in connection with an attempt to collect on a credit card debt from Capital One from January 18, 2008, through June 30, 2014, or from AllianceOne Receivables Management, Inc., Capital Management Systems, LP, or Leading Edge Recovery Solutions, LLC made on behalf of Capital One from February 28, 2009, through June 30, 2014, you are still a member of the Settlement Class and will be bound by the Settlement Agreement and Release after the Court's final approval of the Settlement.

If you wish to exclude yourself from the Settlement Class, you must take the steps described in Section III below. If you do not timely and properly exclude yourself and the Court grants final approval of the Settlement, you give up any right to sue Capital One, AllianceOne Receivables Management, Inc., Capital Management Systems, LP, and Leading Edge Recovery Solutions, LLC ("Defendants") on any of the claims that this Settlement resolves.

### II. REASON(S) YOUR REQUEST FOR EXCLUSION IS INVALID

Section 10.02 of the Settlement Agreement requires that a written Request for Exclusion include:

1. The Settlement Class Member's full name;
2. The Settlement Class Member's address;
3. The cellular telephone number(s) at which the Settlement Class Member alleges he or she received a call from one of the Defendants;
4. A statement by the Settlement Class Member that he or she wishes to be excluded from the Settlement; and
5. A postmark date no later than the 10/27/14 Opt-Out Deadline.

We require this information in order to process your request and be certain of your wishes. For example, if there are Class Members with the same name, address, or phone number, we need to be certain that we identify the correct person.

Your Request for Exclusion is invalid for the reasons checked below:

☐

You did not include your full name.

☐

You did not include your address.

☐

You did not include the cellular telephone number(s) at which you allege you received a call from one of the Defendants.

☐

You did not include a statement that you wish to be excluded from the Settlement.

### III. HOW TO EXCLUDE YOURSELF FROM THIS SETTLEMENT

To exclude yourself from this Settlement, you must mail a letter **postmarked no later than 10/27/14** that includes your full name, your address, the cellular telephone number(s) at which you allege you received a call from one of the Defendants, and a statement that you wish to be excluded from the Settlement reached in *In re Capital One Telephone Consumer Protection Act Litigation*, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.), to:

**Capital One TCPA Class Settlement Claims Administrator**  
**P.O. Box 25609**  
**Richmond, VA 23260-5609**

You cannot exclude yourself by telephone, online, or by email. You cannot exclude yourself by mailing a request to another location other than the address above or after the deadline. If you exclude yourself, your name will appear in the Court's records to identify you as someone not bound by the Settlement.

### IV. GET MORE INFORMATION

If you have questions about this Notice or would like additional information about the Capital One TCPA Class Settlement Program, visit the Claims Administrator's website at [www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com) or call **1-844-357-TCPA** (1-844-357-8272).

# ATTACHMENT 11:

## **Valid Exclusion Requests**

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
1.	Acebo, Jose	2419 29th Avenue East	Palmetto	FL	34221
2.	Adams-Holcombe, Tia N.	10 Willow Circle NE	White	GA	30184
3.	Adolphe, Tamara	150 Fellsway West	Medford	MA	2155
4.	Afaid, Mohammad	1709 Elena Drive	Calexico	CA	92231-1802
5.	Aivazian, Boris	711 North Jackson Street, No. 6	Glendale	CA	91206
6.	Als, David A.	150 Hawthorne Street, Apt. 2P	Brooklyn	NY	11225-5873
7.	Alvarado Manzano, Maria Del Carmen	12861 West Street, #46	Garden Grove	CA	92840
8.	Amigo, Marta Lazara	706 Forest Hill Drive	Brandon	FL	33510
9.	Anderson, Sara Windrow	4207 Murphy Road	Nashville	TN	37209
10.	Anthony, Frank	81-83 Rivington Street, Apt. 2C	New York	NY	10002
11.	Asbury-Jiles, Gloria Jean	605 Magnolia Avenue	Seffner	FL	33584
12.	Aube, Robert Edward	103 West Main Street, Apt. 3-1	Leroy	NY	14482
13.	Auger, Bruce M.	2692 Enterprise Road, Apt. 1601	Clearwater	FL	33759
14.	Auger, Carmella A.	2692 Enterprise Road, Apt. 1601	Clearwater	FL	33759
15.	Bailey, Doris E.	P.O. Box 1213	Valrico	FL	33595
16.	Baker, John	2402 Adams Drive	Lisle	IL	60532
17.	Baker, Tara	5315 Applehurst Way	Elk Grove	CA	95758
18.	Balladares, Carolina	5651 SW 92nd Avenue	Miami	FL	33173
19.	Banagas, Ruselle	28597 Eickhuff Drive	Menifee	CA	92584
20.	Baro, Youssouph	612 Spruce Street	Half Moon Bay	CA	94019
21.	Barros, Joao F.	671 North Main Street	Orem	UT	84057-3921
22.	Bartlow, Victoria L.	770 Greenlaven Street	Manteca	CA	95336-4452
23.	Bartolone Construction c/o Onofrio Bartolone	631 Gray Avenue	Elburn	IL	60119
24.	Bartolone, Maria	631 Gray Avenue	Elburn	IL	60119
25.	Bates, Annette Bernadine	12133 96th Place North	Seminole	FL	33772
26.	Bates, Stephen Clark	12133 96th Place North	Seminole	FL	33772
27.	Bauer, Brighid	1518 West Gibson Street	Scranton	PA	18504
28.	Bax, Carl W.	16307 Payton Court	Tampa	FL	33647-2766
29.	Bax, Debbie B.	16307 Payton Court	Tampa	FL	33647-2766

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
30.	Beacom (Kimroy), Christina Joanne	4554 S. Spruce Lane	Kingman	AZ	86401
31.	Bell, Deliz	13255 Moonflower Court	Clermont	FL	34711
32.	Bell, Sharon E.	15350 Amberly Drive, #4423	Tampa	FL	33647
33.	Bengs, Samantha Charlotte	163 Tower View Drive	Red Wing	MN	55066
34.	Bennett, Amy Allen	5448 Riddle Road	Holiday	FL	34690
35.	Bennett, Donna L.	408 Warren Avenue	Front Royal	VA	22630
36.	Bennett, Susan Jensen	5602 Tiffany Drive	Houston	TX	77085
37.	Bennett, Terry Lewis	5448 Riddle Road	Holiday	FL	34690
38.	Benton, Marcelita	116 Farrell Road	Stillwater	NY	12170
39.	Beskanar, Dennar	511 North Church St., Apt. 1408	Rockford	IL	61103-6852
40.	Bevacqua, Amanda	3801 Buttonwood Lane	Carmel	NY	10512
41.	Blacklidge, Douglas James	12800 Vonn Road, #9103	Largo	FL	33774
42.	Blacklidge, Sherry Lee	12800 Vonn Road, #9103	Largo	FL	33774
43.	Bleile, Janson N.	7631 Clovelly Park Place	Apollo Beach	FL	33572
44.	Blevins, Connie Sue	787 Silver Street	Marion	OH	43302
45.	Bluestein, Jason M.	P.O. Box 242	Weare	NH	3281
46.	Bonser, Felicia	4535 119th Avenue SE	Bellevue	WA	98006
47.	Branham, Rhonda	4657 Quarter Creek Lane	Liberty	NC	27298
48.	Bridges, Karen	634 Little River 51N	Foreman	AR	71836
49.	Briggs, Loren M.	P.O. Box 171	Eden	TX	76837
50.	Bruton, Michael Anthony	1 Kimbrough Court	Brownsburg	IN	46112
51.	Bruun, Ashley	489 Lado De Loma Drive	Vista	CA	92083
52.	Butler, Barry Douglas	2203 Chisholm Road, Apt. 3N	Florence	AL	35630
53.	Caldwell, Barbara Anne	706 Chert Lane	Beckley	WV	25801
54.	Caldwell, Sr., James Randall	706 Chert Lane	Beckley	WV	25801
55.	Callie, Evelyn	12849 SW 252 Street, Unit 204	Homestead	FL	33032
56.	Camacho, Jose D.	1126 S.E. 14th Terrace	Cape Coral	FL	33990-3720
57.	Camp (Grissom), Lolita Elaine	5102 Joe Bond Trail	Murfreesboro	TN	37129
58.	Carbo, William	1211 Durfor Street	Philadelphia	PA	19148
59.	Carder, Sue	5529 Buenos Aires Boulevard	Westerville	OH	43081

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
60.	Carley, Sandra S.	3595 North Ridge Rd., #5	Perry	OH	44081-8724
61.	Carley, Wayne W.	3595 North Ridge Rd., #5	Perry	OH	44081-8724
62.	Carpenter, Elmer J.	225 Stutts Hill Road	Livingston	TX	77351
63.	Carr, Laverne	666 Adee Avenue, Apt. 4C	Bronx	NY	10467
64.	Casson, James W.	9500 Haines Road	Waynesville	OH	45068
65.	Chavera, Margarito	2200 Pecan Blvd., Apt. 41	McAllen	TX	78501
66.	Chen, Wan Y.	400 Ravenswood Avenue, Apt. 6	Menlo Park	CA	94025
67.	Chubineh, Cyrus B.	2655 Millersport Hwy., 714	Getzville	NY	14068
68.	Chun, Young Jin	13 Maplewood Boulevard	Suffern	NY	10901
69.	Cifuentes-Perez, Claudia	9841 Bayboro Bridge Drive	Tampa	FL	33626
70.	Clair, Nicoli	11829 Summit City Road	Kingsley	MI	49649
71.	Clanton, Maureen E.	40118 Proud Mockingbird Road	Zephyrhills	FL	33540
72.	Clouser, Wesley Adam	2451 S. Dandelion Street	Pahrump	NV	89048
73.	Collier, Eddie	1844 North Bronson Avenue, #104	Hollywood	CA	90028
74.	Collier, Kathryn A.	2827 Dwight Avenue	Dayton	OH	45420
75.	Como, Christie Ann	31816 Blythewood Way	Wesley Chapel	FL	33543
76.	Conners, Bradley	24059 Falconer	Murrieta	CA	92562
77.	Conners, Michon	24059 Falconer	Murrieta	CA	92562
78.	Conover, Eileen K.	102 E. McDonald Road	Plant City	FL	33567
79.	Conover, Robert J.	102 E. McDonald Road	Plant City	FL	33567
80.	Contreras, Diana	1218 Summit Avenue, Apt. 9	Union City	NJ	7087
81.	Corona, Javier R.	P.O. Box 197	Delco	NC	28436
82.	Craddock-Biletnikoff, Cynthia	10477 North Camarillo Drive	Fresno	CA	93730
83.	Craft, Kellie L.	11400 W. FM 487	Florence	TX	76527-4571
84.	Crane PLLC, Jeffrey	9705 E. Mountain View Road, #1078	Scottsdale	AZ	85258
85.	Crist, Bonnie	235 E. Elm Street; P.O. Box 377	Elsie	MI	48831
86.	Crosby, Patricia Earlene	704 NW 2nd Street	Micanopy	FL	32667
87.	Cruz, Maria C.	338 Cedar Street	Brownsville	TX	78521
88.	Cruz, Teresa Lynn	P.O. Box 290483	Tampa	FL	33687
89.	Csatlos, Erica	3143 Prairie Iris Drive	Land O' Lakes	FL	34638
90.	Curicio, Cynthia M.	4632 Glenbrooke Terrace	Sarasota	FL	34243
91.	Davis, Evan	1655 Oakwood Drive, N120	Narberth	PA	19072

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
92.	Davis, James E.	401 Holly Circle	Mount Holly	NC	28120
93.	Davis, John	2955 N. Taney Street	Philadelphia	PA	19132
94.	Davis, Marcus Elliott	857 Lordshill Street	Saint Louis	MO	63119
95.	Dawe, Thomas	1616 Bayfield Court	New Pt. Richey	FL	34655-4912
96.	Desrosiers, Jeffrey	626 Riverside Drive, 14K	New York	NY	10031
97.	Dial, Teresa J.	6525 67th Avenue North	Pinellas Park	FL	33781
98.	Doelman, Teresa M.	3200 Capital Mall Dr., SW, Apt. H301	Olympia	WA	98502
99.	Donarski, Alyssa Dawn	406 E. Melgaard Avenue	Newfolden	MN	56738
100.	dos Reis, Jr., Evandro	2396 Kane Lane	Batavia	IL	60510
101.	Drain, Dianna M.	1619 North Stephens Avenue	Fayetteville	AR	72703
102.	Duci, Frank Louis	17839 Green Willow Drive	Tampa	FL	33647
103.	Duci, Renee Marie	17839 Green Willow Drive	Tampa	FL	33647
104.	Dunham, Lara L.	1838 Ricard Court	St. Paul	MN	55110-4621
105.	Duval, Anna Corine	814 West 116th Avenue	Tampa	FL	33612
106.	Eggert, Lynn	968 Vista Glen Drive	Bethel Park	PA	15102
107.	Emery (Pate), Ann	1021 S. St. Louis, Apt. 5	Joplin	MO	64801
108.	England, Billy	324 Silver Creek Way	Lexington	KY	40511
109.	Esmond, Kelli	31 Orbit Lane	San Pedro	CA	90732
110.	Fabbri, Sonja	1540 Center Road, #155	Novato	CA	94947
111.	Fallesen, Jaime	23923 Ridgeview Lane	Murrieta	CA	92562
112.	Fallesen, Matthew	23923 Ridgeview Lane	Murrieta	CA	92562
113.	Fava, Jennifer	36119 Greenbrook Avenue	Zephyrhills	FL	33541
114.	Fernandez-Garcia, Alicia Elena	5925 Montford Drive	Zephyrhills	FL	33541
115.	Fire Wok Restaurant	5820 Johnson Drive	Mission	KS	66202
116.	Fitzgerald, Carlyle L.	34 Warrick Lane	Oak Hill	WV	25901
117.	Flitter, Danielle G.	585 Beale Road	Blue Bell	PA	19422-1603
118.	Florio, Brittany R.	725 N. Florida Avenue	Tarpon Springs	FL	34689
119.	Fox, Anna V.	2105 East Cherokee Street	Bartow	FL	33830
120.	Fox, Billy E.	2105 East Cherokee Street	Bartow	FL	33830
121.	Friedman, Jr., Charles F.	RR 2 Box 90	Ronceverte	WV	24970
122.	Friedman, Raizel	10 Garden Court	Far Rockaway	NY	11699
123.	G & R Commercial Cleaning, Inc.	5722 Stewart Street	Philadelphia	PA	19131

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## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
124.	Gabbara, Carin	4830 Fox Creek East, Apt. 117	Clarkston	MI	48346
125.	Gagnier, Denise	47 Baldwin Avenue	Glens Falls	NY	12801-2303
126.	Galladay, Janna D.	20615 Old Trilby Road	Dade City	FL	33523
127.	Gambill, Drema Faye	123 3rd Avenue	Oak Hill	WV	25901
128.	Gambill, Thomas Grady	123 3rd Avenue	Oak Hill	WV	25901
129.	Gamoras, Richard	427 McKenna Court	Benicia	CA	94510
130.	Garrett, Jason Daniel	6322 Osprey Lake Circle	Riverview	FL	33578
131.	Garvin, Marcia	P.O. Box 671	New York	NY	10108
132.	Gentile, Richard N.	13854 Pinecrest Drive	Largo	FL	33774
133.	Gilliam, Sr., Steven D.	704 Maple Avenue	Mullens	WV	25882
134.	Giorlando, Susan Ellen	4275 Coquina Place, Apt. H	Bradenton	FL	34208
135.	Gomez, Maria A.	2983 SW 39th Avenue, Apt. 6	Miami	FL	33134-7359
136.	Goodman, Mary Louise	2336 Britannia Road	Sarasota	FL	34231
137.	Gordon, Sharon L.	1821 South 39th Street, Apt. 221	Manitowoc	WI	54220-5836
138.	Grantham, Jr., Dallas A.	122 Sugar Creek Road	Winter Haven	FL	33880
139.	Gray, Deborah L.	26218 Dupree Hollow Road	Lester	AL	35647
140.	Greco, Tina M.	700 W. Harbor Drive, Unit 1302	San Diego	CA	92101
141.	Guevara, Diana H.	1728 North Miller Street	Santa Maria	CA	93454-1953
142.	Hall, Larry G.	2293 Zuyder Terrace	North Port	FL	34286
143.	Hall, Melinda K.	2293 Zuyder Terrace	North Port	FL	34286
144.	Hannigan, John	8 White Avenue	Mount Ephraim	NJ	08059
145.	Hanshaw, Audrey	Route 41, Box 50	Danese	WV	25831
146.	Hanshaw, Roy	Route 41, Box 50	Danese	WV	25831
147.	Harrington, Jeremy	2352 Prospect Avenue	Croydon	PA	19021
148.	Haslam, Stacy L.	P.O. Box 2890	Akron	OH	44309
149.	Hawn, Christine C.	133 Finley Road	Crossville	TN	38571
150.	Hayes, Timothy Anthony	2440 Idlewild Street	Lakeland	FL	33801
151.	Heidi, Jessica N.	1523 Taylor Avenue, Apt. 4	Sheridan	WY	82801
152.	Held, Tammy	115 Bryn Mawr Avenue	Newton Square	PA	19073
153.	Helenihi, Frederick	390 N. Frederick Street	Arlington	VA	22203
154.	Hellinger, Ola Berniece	P.O. Box 234	Okay	OK	74446
155.	Helms, Kristin Lindsey	3044 East Bay Court	Creedmoor	NC	27522
156.	Henderson, Patrick	5913 Western Run Drive	Baltimore	MD	21209
157.	Hendrickson, Heath	805 Birchwood Drive	Beaver Dam	WI	53916

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## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
158.	Henry, Jeffrey M.	201 East North Street	Tampa	FL	33603
159.	Her, Nkao Zoua	9201 Colorado Ave. North	Brooklyn Park	MN	55443
160.	Herman, Lori	24778 Overlook Lane	Deerwood	MN	56444
161.	Hernandez, Alejandro	2310 Elm Court	Pembroke Pines	FL	33026
162.	Herring, Robert	2028 Shepard Road, #135	Mulberry	FL	33860-8699
163.	Higgenbotham, Meri Caryl	P.O. Box 201; 11455 Rapidan Road	Orange	VA	22960
164.	Hill, Andrew Thomas	4737 Edison Street	San Diego	CA	92117
165.	Hill, Doris R.	909 Coronado Drive	Glendale	CA	91206-2119
166.	Hill, George	6012 N. Kenmore, Apt. 1A	Chicago	IL	60660
167.	Hinds, James David	811 Lake Palms Drive	Largo	FL	33771
168.	Hines, Georgette Evette	917 Strawbush Road	Rocky Mount	NC	27804
169.	Hodge, Victoria M.	2803 Pond Place, Apt. 3E	Bronx	Ny	10458
170.	Hodzic, Jasmin	604 Bay Street, Apt. C.	Dunedin	FL	34698
171.	Hoffman, Marc H.	8271 Turret Drive	Blacklick	OH	43004
172.	Hoffman, Cynthia Ann	2823 11th Street	Two Rivers	WI	54241
173.	Holmes, III, W. Lassiter	7116 North 7th Street, Apt. F	McAllen	TX	78504
174.	Hovanky, Anthony	1104 Porter Street	Richmond	VA	23224
175.	Huffman, James E.	7725 Rottingham Road	Pt. Richey	FL	34668
176.	Hussey, Christopher M.	415 North 1st Street, #407	Minneapolis	MN	55401
177.	Hutchinson, Joanne Marie	P.O. Box 110417	Bradenton	FL	34202
178.	Ibarra, Alberto	P.O. Box 582	Weslaco	TX	78599-0582
179.	Ihebereme, Chidozie N.	1110 Vista Valet, 1311	San Antonio	TX	78216
180.	Ipsen, Angela	2011 Continental Lane	Cross Plains	WI	53528
181.	Isaac, Nicholas James	8184 Route 237	Leroy	NY	14482
182.	Jablow, Kyle	258 Fawn Drive	Sedona	AZ	86336
183.	James, George	3422 Cribbon Avenue	Cheyenne	WY	82001
184.	James, Kelly	3422 Cribbon Avenue	Cheyenne	WY	82001
185.	Jensen, Kristie Lee	10257 Allenwood Drive	Riverview	FL	33569
186.	Jiles, Leonard C.	605 Magnolia Avenue	Seffner	FL	33584
187.	Johnson, Dorothy Janet Alice	253 Daley Drive	Warrenville	SC	29851
188.	Johnson, Lawrence Dale	253 Daley Drive	Warrenville	SC	29851
189.	Johnson, Bonita	20253 St. Mary's Street	Detroit	MI	48235

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## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
190.	Johnson, Fritz	6194 Lynn Lake Drive South, Apt. B	St. Petersburg	FL	33712
191.	Johnson, Jean	6194 Lynn Lake Drive South, Apt. B	St. Petersburg	FL	33712
192.	Johnson, Jimmy D.	4130 S. Jackson Drive, Apt. 106	Independence	MO	64057
193.	Johnson, Joli C.	22686 Hannah Court	Corona	CA	92883
194.	Johnson, Michael	6800 16th Street North	St. Petersburg	FL	33702
195.	Johnson, Scott A.	2152 Mapledale Road	Elizabethtown	PA	17022
196.	Johnson, Wanda Jane	2609 Academy Drive NW, Apt. 701	Huntsville	AL	35811
197.	Johnson, Willis Anthony	517 Main Street NE, Unit 2432	Atlanta	GA	31204
198.	Jones, Charmaine	7612 E-85th Terrace, #301	Kansas City	MO	64138
199.	Jones, R. W.	5331 Summer Rose Blvd.	Knoxville	TN	37918
200.	Karr, Heather D.	8805 Tom Costine Road	Lakeland	FL	33809
201.	Kauo, Apelila H.	91-927 Waiapo Place	Ena Beach	HI	96706
202.	Kelly, Grace	P.O. Box 201747	Austin	TX	78720-1747
203.	Kemmerer, Lisa	96 Oak Lane	Tobyhanna	PA	18466
204.	Kempton, Kathleen J.	1401 El Norte Parkway, #271	San Marcos	CA	92069
205.	Kempton, Ronald G.	1401 El Norte Parkway, #271	San Marcos	CA	92069
206.	Kennedy, Sherryll D.	716 Langley Ave	Hampton	VA	23669
207.	Kile, Eric S.	8322 West Weyburn Road	Richmond	VA	23235
208.	Kimbrell, Kristin Elizabeth	7718 Weston Place	St. Louis	MO	63117
209.	King, Retha Michelle	5827 Tidewater Drive	Houston	TX	77085
210.	Kirby, Albert H.	2728 Fairview Avenue East, #203	Seattle	WA	98102
211.	Kivisto, Stacey D.	17221 Whisper Breeze Way	Land O' Lakes	FL	34638
212.	Knecht, Brian David	7217 50th Avenue East	Palmetto	FL	34221-7363
213.	Knox, Marisa Lynn	162 County Road 7050	Berryville	AR	72616
214.	Kolesnikov, Gennady	156 Rosewood Drive NE	Cleveland	TN	37312-4753
215.	Koussan, Ali	1940 Russell Street	Dearborn	MI	48128
216.	Kupfer, Bridget	61 Stafford Street	Worcester	MA	01603
217.	LaBonne, Lori Ann	3812 Pacific Street	Davenport	IA	52806
218.	LaFlamme, Andrew	2120 Scenic Drive	Modesto	CA	95355
219.	LaRuffa, Nora	206 South Broad Street, Suite 2	Lansdale	PA	19446

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## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
220.	Lavender, David M.	111 Shawnee Street, Apt. 403	Leavenworth	KS	66048
221.	Lawson, Kathleen E.	1900 Lincoln Street, #801	Savannah	GA	31401
222.	Lee, Jennifer	1454 Westminster Street	St. Paul	MN	55130
223.	Lehman, Doris J.	115 Batson Drive, Lot 19	Greenville	SC	29617-1748
224.	Lemon, Maurice Jovan	4555 Washington Road, Apt. #15-3-D	College Park	GA	30349
225.	Lewis, II, William Henry	1044 Parker Road	Lakeland	FL	33811
226.	Liggio, Vincent A.	3104 W. Waters Avenue	Tampa	FL	33614
227.	Lilly, Jr., Ken D.	189 C & O Shop Road	Glen Morgan	WV	25813
228.	Litchfield, Cathy Kae	12401 Orange Grove Drive, Apt. 907	Tampa	FL	33618
229.	Lonaker, Mary D.	225 Berkshire Drive	Covington	GA	30016
230.	Lonaker, Sr., Bryan D.	225 Berkshire Drive	Covington	GA	30016
231.	Long, Adam	109 Miner Street	Kittanning	PA	16201
232.	Lor, Tou	1214 Chestnut Street	Waterloo	WI	53594
233.	Lothi, Tina	625 SE Ashton Court	Waukee	IA	50263
234.	Love, LaShaunta	705-B Greenhaven Drive	Greensboro	NC	27406
235.	Lovell, Olivia Roone Ann	10380 Quality Drive, #236	Spring Hill	FL	34609
236.	Magoon, Mary E.	10901 Desoto Road	Riverview	FL	33578
237.	Maltsava, Nastassia	1901 Rock Street, Apt. 412	Mountain View	CA	94043
238.	Maneen, Erica	41 Hillary Lane	Milton	VT	5468
239.	Manuel, Rebecca Ann	P.O. Box 59	Oberlin	LA	70655
240.	Markham, Emandalyn E.	1850 Providence Lakes Blvd, #106	Brandon	FL	33511
241.	Martin, Nicholas M.	P.O. Box 4030	Chicago	IL	60654-4030
242.	Mathewson, Sherri R.	806 Bebo Lane	Lakeland	FL	33813
243.	Mazel, Timothy Edward	4730 Westwind Avenue	Farmington	NM	87401
244.	McCallister, Melvin Howard	HC 74 Box 200	Meadow Creek	WV	25977
245.	McCormick, Mitchell	13364 Beach Blvd., Unit 529	Jacksonville	FL	32224
246.	McCredie, Ryan	10057 W. 52nd Pl., Apt. 306	Wheat Ridge	CO	80033
247.	McGill Read, Patricia Jane	3522 East Forest Lake Road	Acampo	CA	95220
248.	McInnes, Meredith L.	7920 Cherrytree Lane	New Pt. Richey	FL	34653
249.	Mckinney, Mark David	5327 Lime Avenue	Seffner	FL	33584

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## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
250.	McShane, Desiree	6930 Dove Meadow Trail	Lakeland	FL	33810
251.	McVey, Thomas Eugene	3113 State Road 580, Lot 196	Safety Harbor	FL	34695
252.	Melvin, Dotsy Sue	8333 Duval Drive	Pt. Richey	FL	34668
253.	Melvin, III, Jarrett G.	52 Mango Lane	Freeport	FL	32439
254.	Milian, Yenny	20496 SW 216 Street	Miami	FL	33170
255.	Miller, Heather Marie	133 Cedar Street	Ellwood City	PA	16117
256.	Miller, Jessica Nicole	1514 NW 4th Street, #1	Ankeny	IA	50021
257.	Montgomery, Milton Andrew	60 Grapevine Trail	Durham	NC	27707
258.	Montgomery, James E.	1030 Villagio Circle, 101 Building 8	Sarasota	FL	34237
259.	Montgomery, Nancy C.	1030 Villagio Circle, 101 Building 8	Sarasota	FL	34237
260.	Moon, Elizabeth D.	3230 Manassas Lane	Corpus Christi	TX	78410
261.	Moore, Brandi	8008 NW 31st Avenue, Apt. 1202	Gainesville	FL	32606
262.	Moore, Laverne R.	28541 Lowell Ct - S	Southfield	MI	48076
263.	Moore, Sheila M.	1051 River Bend Road	Frankfort	KY	40601
264.	Moss, Amanda	232 E. Garfield Street	Shippensburg	PA	17257
265.	Mossad, Elizabeth	18120 Heron Walk Drive	Tampa	FL	33647
266.	Mossad, Samy	18120 Heron Walk Drive	Tampa	FL	33647
267.	Mule, Mark Richard	816 Braeman Court	Libertyville	IL	60048
268.	Mullan, James J.	4 Country Club Drive	Largo	FL	33771
269.	Mumford, Georgia G.	5722 Stewart Street	Philadelphia	PA	19131
270.	Musel, Clinton R.	1433 East Jefferson	Brownsville	TX	78520
271.	Naprstek, Amanda Lea	505 E. 5th Street	Minder	NE	68959
272.	Nash, Warren Todd	1052 Alveda Ave	El Cajon	CA	92019
273.	Nataren (Camacho), Madelyn	3502 North 12th Street, Apt. B	Tampa	FL	33605-1079
274.	Nation, Christopher Morris	1618 Baughs Cross Road	West Point	GA	31833
275.	Nelson, Jeanette Marie	12733 Sandpebble Circle, #7	Newport News	VA	23606
276.	Nergenah, Tara	14510 Gibson Road	Waverly	IL	62692
277.	Nielsen, Morthen	1449 Burgos Drive	Sarasota	FL	34238
278.	Niemiec, Zbigniew	3507 N. Cicero Avenue	Chicago	IL	60641
279.	Nieto, Elizabeth	3851 NW 43rd Terrace	Coconut Creek	FL	33073
280.	Nixon, Andrew	39873 Hillsboro Circle	Murrieta	CA	92562
281.	Nolte, Jeffrey A.	25 Leopold Lane	Wheeling	WV	26003

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## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
282.	Norris, Kathryn A.	1323 East 41st Place, Apt. 95	Tulsa	OK	74105
283.	Northam, Joyce Ellen	28140 Grotontown Road	Hallwood	VA	23359
284.	Norwood, James Floyd	566 Randall Street	Rhome	TX	76078
285.	Nunez, Alex Isidro	1417 Harness Horse Lane, Apt. #201	Brandon	FL	33511
286.	O Oliver Flooring Service	4110 Joines Road	Creston	NC	28615-8915
287.	Oliva, Reynoldo	3902 West Wyoming Avenue	Tampa	FL	33616
288.	Oliva, Tamara	3902 West Wyoming Avenue	Tampa	FL	33616
289.	Ozturk, Cagla	1401 Opal Court	Raleigh	NC	27615
290.	Palm, Sharon	45 Honey Bear Court	Safety Harbor	FL	34695
291.	Palmer, DeNell Pearline	7648 Garners Ferry Road, Apt. 243	Columbia	SC	29209-3870
292.	Parashkevova, Vanya	529 Charing Cross Road	Elk Grove Village	IL	60007-4223
293.	Parent, Teri L.	70 Vienna Avenue	Ludlow	MA	01056
294.	Parfait, Sandy	1310 Banks Road, #404	Margate	FL	33063
295.	Parker, Betty J.	6802 North Bouvier Street	Philadelphia	PA	19126
296.	Parsons, Jerry Lawrence	5211 Arrowood Drive	Charleston	WV	25313-1101
297.	Parsons, Sheila Gale	5211 Arrowood Drive	Charleston	WV	25313-1101
298.	Passaris, Dimitrios	1580 Elizabeth Lane	Clearwater	FL	33755
299.	Passaris, Mary Karla	1580 Elizabeth Lane	Clearwater	FL	33755
300.	Passow, Jeb	169 Savannah Lane	Harrisville	UT	84414
301.	Pelle, Roxanna M.	995 Delphi Drive	Lafayette	CO	80026
302.	Pena, Miguel A.	14 Broadway Terrace Basement	New York	NY	10040
303.	Peoples, Rena	14 Riverchase Drive	Hampton	VA	23669-2200
304.	Perez, Melissa	96 Purdy Avenue, Apt. 3L	Port Chester	NY	10573
305.	Perry, George Lawrence	15717 North Equestrian Trail	Tuscon	AZ	85739
306.	Peters, James	2005 North 77th Street	Kansas City	KS	66109
307.	Peters, William M	1075 Gault Drive	Ypsilanti	MI	48198
308.	Petty, Kathy E.	6756 60th Avenue	Pinellas Park	FL	33781
309.	Pham, Thinh Quoc	15 Rainier Lane	Savannah	GA	31405
310.	Plattner, Marissa Nicea	664 East Ivanhoe Street	Chandler	AZ	85225
311.	Polo, II, Ramon	5510 North Himes Avenue	Tampa	FL	33614
312.	Portin, Agnes	2624 Kapiolani Boulevard, C-4	Honolulu	HI	96826

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## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
313.	Portwood, Rebecca Anne	1014 Shagbark Road, Apt. 1C	New Lenox	IL	60451
314.	Powers, Kathleen D.	4621 Tippecanoe Trail	Sarasota	FL	34233
315.	Prenger, Brian N.	618 West Main Street	Coldwater	OH	45828
316.	Price, Kimberly Ann	807 Link Drive, Apt. 24	Duncanville	TX	75116
317.	Pullins, Mary	1934 E. Booth Street	Paris	TX	75460-4730
318.	Puyo, Stephanie Susana	13253 Evening Sunset Lane	Riverview	FL	33579
319.	Qassam, Abdul Rahim	2685 Lake Breeze Lane North	Clearwater	FL	33759
320.	Qassam, Nilofer	2685 Lake Breeze Lane North	Clearwater	FL	33759
321.	Quinn, Marianne	12439 Magnolia Blvd., #198	Valley Village	CA	91607
322.	Ramcharitar, Karla	4620 SW 42 Terrace	Ft. Lauderdale	FL	33314
323.	Ramcharitar, Richard	4620 SW 42 Terrace	Ft. Lauderdale	FL	33314
324.	Ramirez, Rigoberto	778 Madrid Street	San Francisco	CA	94112
325.	Ransom, Kerri L.	1168 North Cheyenne Avenue	Tulsa	OK	74106
326.	Raposo, Rosa	11-43 Hoehn Street, Apt. 2A	Lodi	NJ	07644
327.	Raybuck, Leah Kim	17 Lamson Road	Buffalo	NY	14223
328.	Reese, Otha	3011 South Willow Drive	Plant City	FL	33566
329.	Rehonis, Peter	64 Featherbed Lane	Valatie	NY	12184
330.	Reilly, Hannah M.	1209 11th Street	Anacortes	WA	98221
331.	Rendon, Lisette	12257 Formby Drive	Moreno Valley	CA	92557
332.	Reynolds, Claudine M.	1955 Rime Village Drive; P.O. Box 36251	Birmingham	AL	35236
333.	Rice, Denise Ann	1602 East Pine Street	Bainbridge	GA	39819
334.	Rietdorf, Gregory E.	9320 Sugar Mill Drive	Fort Wayne	IN	46835
335.	Rincon, Joe K Tang	7541 Keystone Avenue	Skokie	IL	60076-3928
336.	Roberti, Traci L.	370 Appalachian Court	Odenville	AL	35120
337.	Rodel, Shawn G.	5701 Indiana Avenue	New Pt. Richey	FL	34652
338.	Rodgers, Randy	201 Green Lane	Edinburg	PA	16116
339.	Rodriguez, Ernesto	4641 Lasater Road, Lot 92	Mesquite	TX	75181
340.	Rodriguez, Jonathan	832 Pond Cypress Street	Orlando	FL	32825
341.	Rojas, Dalia	P.O. Box 2281	Salinas	CA	93902
342.	Rosario, Betzaida	4620 Bridgewater Club Loop	Spring Hill	FL	34607
343.	Rosario, Eliezer	4620 Bridgewater Club Loop	Spring Hill	FL	34607
344.	Rosenthal, Kelly	46467 Bordeaux	Macomb	MI	48044
345.	Rusova, Galina G.	1217 Green Court	Dekalb	IL	60115
346.	S. Sporting Chance Productions	1331 Tivoli Drive	Deltona	FL	32725-4632

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## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
347.	Saiad, Sumyia	1709 Elena Drive	Calexico	CA	92231-1802
348.	Salinas, Elizabeth	1001 Gillis Avenue	Del Rio	TX	78840
349.	Salter, Anthony G.	91 Downtown Plaza, Apt. 303	Fairmont	MN	56031
350.	Salway, Benoit Wilson	12802 Varsity Club Court	Tampa	FL	33612
351.	Sandelis, Liliana	8105 245th Street East	Myakka City	FL	34251
352.	Sandelis, Pedro V.	8105 245th Street East	Myakka City	FL	34251
353.	Sandoval, Jose Cojulum	1205 Chambers Street	Trenton	NJ	08610
354.	Saraceno, Mark	5210 6th Street South	St. Petersburg	FL	33705
355.	Sargent, Sandra K.	931 4th Avenue East, Apt. 2	Kalispell	MT	59901
356.	Saverino, Michelle Ann	7130 West Oakton Court	Niles	IL	60714
357.	Scheumann, Christopher B.	3854 Carnation Circle N	Palm Beach Gardens	FL	33410
358.	Schroer, Nancy Jo	809 Briarwood Drive	Greeneville	TN	37745
359.	Schuler, Cassie Renee	1722 Hartford Lane	Mount Juliet	TN	37122
360.	Scott, Jeremy	1817 SW 14th Street	Ft. Lauderdale	FL	33312
361.	Settle, Derek P.	P.O. Box 2776	Beckley	WV	25802
362.	Sewell, Tracy A.	7434 Auburn Oaks Court, Apt. 109	Citrus Heights	CA	95621
363.	Shaffer, Kathy	2367 Elton Lawn Road	Meadow Bridge	WV	25976
364.	Shaffer, Larry	2367 Elton Lawn Road	Meadow Bridge	WV	25976
365.	Shaver, Chris K.	8510 North Armenia Avenue, Apt. 1904	Tampa	FL	33604
366.	Shaw, Laura L.	9415 Mark Twain Lane	Pt. Richey	FL	34668
367.	Shelton, Lois A.	21 Main Street	Stouchsburg	PA	19567
368.	Shepard, Stefanie T.	1660 Kendall Drive, #55	San Bernadino	CA	92407
369.	Shull, Rachelle	1936 Fairway Circle Drive	San Marcos	CA	92078
370.	Sierra Aubrey, Blanca I.	Calle 19 V2, Urb Castellana Gardens	Carolina	PR	00983
371.	Simpfenderfer, Kathy	Box 146	Wall	SD	57790
372.	Sisley, Susan K.	805 Seton View Drive	Greensburg	PA	15601
373.	Skalicky, Jeffrey Michael	3625 East 43rd Street, Apt. 403	Minneapolis	MN	55406
374.	Small, Ross	31881 Corydon Road, Ste. 160	Lake Elsinore	CA	92530
375.	Smith, Celbeya Lavane	P.O. Box 4743	Haines City	FL	33845
376.	Smith, II, Louis E.	10901 Desoto Road	Riverview	FL	33578
377.	Smith, Kristiane	9300 HallenOak Lane	Orangevale	CA	95662
378.	Smith, Lynne D.	1777 U.S. 70 West, #106	Marion	NC	28752

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
379.	Snipes, Donna Ann	10242 Douglas Oaks Court, #201	Tampa	FL	33610
380.	Soucy, Jr., Donald J.	5611 N. Kenmore Avenue, #1	Chicago	IL	60660
381.	Soun, Malla	2726 Packard Elm Street	Houston	TX	77038
382.	Spires, John A.	481 Adriel Avenue	Winter Haven	FL	33880
383.	Spires, Monica J.	481 Adriel Avenue	Winter Haven	FL	33880
384.	Spivak Borboa, Inna	12352 Runnymede Street, Unit 5	North Hollywood	CA	91605
385.	Stanojevic, Milena	7782 Eaton Court, N	St. Petersburg	FL	33709
386.	Stephenson, Kevin L.	2067 State Route 44	Atwater	OH	44201
387.	Stover, Staci	P.O. Box 570	MacArthur	WV	25873
388.	Stubbeman, Nichole	205 Horton Avenue	Brewton	AL	36426
389.	Stuckey, Sarah	107 Terri Lane	Elroy	WI	53929
390.	Supinger, Jack	9300 HallenOak Lane	Orangevale	CA	95662
391.	Surkin, Adam Hart	1808 Hudson Court	Poinciana	FL	34759
392.	Surkin, Alicia Leian	1808 Hudson Court	Poinciana	FL	34759
393.	Sutliff, Gary Louis	4715 Iowa Avenue	Tampa	FL	33616
394.	Sylvestre, Johnny	2447 Scott Street	Hollywood	FL	33020
395.	Szoka, Lily	1393 Commonwealth Avenue	Mayfield Heights	OH	44124
396.	Tapp, Frank W.	3744 Lei Drive	Sarasota	FL	34232
397.	Tapp, Pamela C.	3744 Lei Drive	Sarasota	FL	34232
398.	Taylor, Dawn M.	81633 520th Street	Buffalo Lake	MN	55314-1053
399.	Thalas, Jason	201 Aqua Avenue, #802	Miami	FL	33141
400.	Thao, Khang	1121 Yearwood Road	Bethlehem	GA	30620
401.	Thompson, Cheryl L.	50 Veronica Vista Street	Decatur	IL	62526-2143
402.	Thompson, Jody	1121 East Druid Road, Apt. 510	Clearwater	FL	33756
403.	Timmons, Caddie Simmons	5801 Langston Drive	Tampa	FL	33619
404.	Todd, Peggy	508 E. Main Street	Flushing	MI	48433
405.	Tony Craft Roofing, Inc.	702 Rio Grande Street	Austin	TX	78701-2720
406.	Tran, Phi	11206 Fireside Drive	Tampa	FL	33625
407.	Tran, Rachel L.	11206 Fireside Drive	Tampa	FL	33625
408.	Tran, Thong Van	2689 Agua Vista Drive	San Jose	CA	95132
409.	Trimble, Tanya	22 West 16th Street	Spencer	IA	51301

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
410.	Tucker, Viki A.	4570 Phillips Road	LaPlata	MD	20646
411.	Turney, Diane S.	875 Morrison Avenue	Bronx	NY	10476
412.	Uhring, Kyle Norman	922 W. 2nd Street	Aviston	IL	Not Provided
413.	Urban, Joseph	29252 Eldorado Way	Menifee	CA	92587
414.	Urban, Shana	29252 Eldorado Way	Menifee	CA	92587
415.	Urive, Isabel	6602 Everhart Road, Apt. 192	Corpus Christi	TX	78413
416.	Urizar, Nelson	210 Washington Street	Central Falls	RI	02863
417.	Urso, Delores	7825 54th Avenue, #106	St. Petersburg	FL	33709
418.	Vadella, Jessica	341 Maple Rear	Peckville	PA	18452
419.	Van Pelt, Jerry W.	7 Sparrow Court	Fort Mitchell	AL	36856
420.	Varvil, Marybeth	3501 Vine Street	McHenry	IL	60050
421.	Velandia, Alfonso Enrique	13253 Evening Sunset Lane	Riverview	FL	33579
422.	Ventura, Dominga A.	7609 Paso Dobles Court	Tampa	FL	33615
423.	Verderame, Jessica Minotti	2635 Walden Woods Drive	Plant City	FL	33566
424.	Verderame, John Mark	2635 Walden Woods Drive	Plant City	FL	33566
425.	Villacorta, Sandra	1012 Marcy Avenue, Apt. 201	Oxon Hill	MD	20745
426.	Villani, Fred P.	9607 Forest Edge Court	Tampa	FL	33624-5269
427.	Vincent, Arnold Lee	5105 Gallagher Road	Plant City	FL	33565
428.	Vincent, Brandi N.	5105 Gallagher Road	Plant City	FL	33565
429.	Voytukhov, Dmitriy	1525 Karluk Street	North Port	FL	34287
430.	Wagers, Jr., Charles E.	1523 Elmwood Street	Wenatchee	WA	98801-7504
431.	Walters, Jill C.	2920 Ravine Drive, Apt. #206	Lake Orion	MI	48360
432.	Walters, Neil Z.	525 Pontiac Street, Apt. 28	Oxford	MI	48371
433.	Wang, Bertram	21618 Bernice Avenue	Torrance	CA	90503
434.	Webb, Frando J.	3949 Lexington P.O. Box 231621	St. Louis	MO	63107
435.	Wegner, Mallory	4416 1/2 N. Ashland Avenue, 3B	Chicago	IL	60640
436.	West, Andrea Rain	6707 64th Place East	Bradenton	FL	34203
437.	West, Joshua Redford	6707 64th Place East	Bradenton	FL	34203
438.	Wheeler, Erin M.	1449 Meadowlark Drive	Sayre	PA	18840
439.	White, Dawn E.	1118 Soaring Osprey Way	Valrico	FL	33594
440.	White, Regina Rae	3662 Island Club Drive, Apt. 5	North Port	FL	34287

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Valid Exclusion Requests

Row	Name	Address	City	State	Zip
441.	Wilds, Celestine Bernice	10928 Keys Gate Drive	Riverview	FL	33579
442.	Williams, Troy T.	P.O. Box 464	Harvest	AL	35749
443.	Williams Jr., Stephen C.	P.O. Box 91229	Columbus	OH	43209
444.	Winston, Patrice	8800 Newton Avenue, #38201	Kansas City	MO	64138
445.	Wolf, Nicole M.	5801 Rock Haven Drive	Seven Hills	OH	44131
446.	Wood, Janet Katheleen	1291 Allen Road	Batesville	AR	72501
447.	Woodard, Beth A.	19 Haigh Street	Seneca Falls	NY	13148
448.	Woolener, Clinton A.	2432 Highland Pines Rd.	Pomona	CA	91767
449.	Wright, Don Anthony	420 Oak Avenue	Westwego	LA	70094-3012
450.	Wuckert, Elisa Garcia	2643 West Cezanne Circle	Tuscon	AZ	85741
451.	Wyss, Angela N.	9450 S.W. 8th Street, #16	Boca Raton	FL	33428
452.	Yang, Kee	1472 Seville Drive, #1	Green Bay	WI	54302
453.	Yokoda, Luzana T.	P.O. Box 102	Ashland	MA	01721
454.	Youmans, Stephen	9220 Faraway Place	Elk Grove	CA	95758
455.	Young, Stephen W.	30 Quanto Court	Ft. Myers	FL	33912
456.	Zink, Brian W.	3510 Chattsworth Court	Holiday	FL	34691
457.	Zink, Regina L.	3510 Chattsworth Court	Holiday	FL	34691

# ATTACHMENT 12:

## **Invalid Exclusion Requests**

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Invalid Exclusion Requests

Row	Name	Address	City	State	Zip Code
1.	Aikins, Kristi L.	6027 Adams Ave.	Warren	MI	48092
2.	Alexander, Gloria E.	3405 Waco Street, Apt. 4	San Diego	CA	92117
3.	Athy, Donald A.	Not Provided			
4.	Athy, Donna J.	Not Provided			
5.	Bessler, Valerie H.	3120 NW John Olsen Avenue	Hillsboro	OR	97124
6.	Bramble, Charles E.	Not Provided			
7.	Brickey, Daniel Scott	1853 Knowlton Street	Sierra Vista	AZ	85635-1462
8.	Carr, Loria L.	106 E. Walker Street	Greenville	MS	38701-4759
9.	Castresana, Jesus T. <sup>1</sup>	4600 SW Z Street	Coral Gables	FL	33134
10.	Cavero, Edilberto <sup>2</sup>	1421 SW 107 Avenue, #259	Miami	FL	33174
11.	Clayton, Alex D.	750 Eaton Place	Bosque Farms	NM	87068-9768
12.	Cline, Karalyn	3202 Zeller Ave., Apt. E	Marion	IL	62959
13.	Cohen, Judith M.	255 Huguenot Street, Apt. 311	New Rochelle	NY	10801-6389
14.	Comeaux, Patricia R.	2438 Elwick Drive	Baton Rouge	LA	70816-1031
15.	Corcoran, James	Not Provided			
16.	Craun, Jan N.	P.O. Box 57	Chesapeake Beach	MD	20732
17.	Crump, LaShana	Not Provided			
18.	Cruz, Monica	P.O. Box 305	North Bergen	NJ	07047
19.	Cruz, Pablo P.	6347 Tara Blvd., Lot 38	Jonesboro	GA	30326-1249
20.	Davis, Victoria J.	7261 Weaver Road	Germantown	OH	45327-9392
21.	Delgado, Kami K.	145 Spring Valley Rd.	Reading	PA	19605
22.	Diaz, Edma	1401 Bay Road, #402	Miami Beach	FL	33139
23.	Dobrovolskis, Paulette P.	Not Provided			
24.	Dougherty, Judith A.	Not Provided			

<sup>1</sup> This Settlement Class Member submitted an exclusion request postmarked on November 1, 2014, after the October 27, 2014 Opt Out Deadline. Accordingly, this untimely request is invalid. The request would be valid but for its untimeliness.

<sup>2</sup> This Settlement Class Member submitted an exclusion request postmarked on November 14, 2014, after the October 27, 2014 Opt Out Deadline. Accordingly, this untimely request is invalid. The request would be valid but for its untimeliness.

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Invalid Exclusion Requests

Row	Name	Address	City	State	Zip Code
25.	Draper, Patricia	629 Rockwood Drive	Hermitage	TN	37076
26.	Dunsmore, Margaret S.	2520 Hermitage Way	Louisville	KY	40242-3150
27.	Eustice, Bruce O.	241 E. Fountain Blvd.	Colorado Springs	CO	80903
28.	Evans (McConnell), Ruth <sup>3</sup>	867 Wright Avenue	Toledo	OH	43609
29.	Flippen, Patti <sup>4</sup>	4633 Long Branch	Antioch	TN	37013
30.	Fragoso, Rosalie	441 Jose Marti Blvd., Apt. 107	Brownsville	TX	78526-1779
31.	Fuller, Den V.	493 Banners Corner Road	Castlewood	VA	24224-5406
32.	Fus, Henryk	4545 N. Sayre Avenue	Harwood Heights	IL	60706
33.	Garner, Burda L.	150 East Dexter Street	Covina	CA	91723-2638
34.	Gonzalez, Maria Elvira	Not Provided			
35.	Gray-McRae, Kathryn E.	Not Provided			
36.	Guthrie, Mildred	Not Provided			
37.	Hale, John E.	800 West Main Street, Apt. 1	Bellevue	OH	44811-9427
38.	Hanson, Diane	Not provided <sup>5</sup>			
39.	Hazzard, Jamiel M.	77 Stafford Street NW	Atlanta	GA	30314

<sup>3</sup> This Settlement Class Member submitted an exclusion request postmarked on November 7, 2014, after the October 27, 2014 Opt Out Deadline. Accordingly, this untimely request is invalid. The request would be valid but for its untimeliness.

<sup>4</sup> Patti Flippen mailed a letter to the Court (Document No. 253) that included language suggesting she wished both to object to and opt out of the Settlement. Paragraph 13 of the Preliminary Approval Order provides that "Settlement Class Members may not both object and opt out" of the Settlement. Accordingly, Ms. Flippen's exclusion request controls. Section 10.01 of the Amended Settlement Agreement and Paragraph 13 of the Preliminary Approval Order require that Settlement Class Members submit their exclusion requests to the Claims Administrator by the October 27, 2014 Opt Out deadline. As Ms. Flippen never submitted an exclusion request to the Claims Administrator before the Opt Out deadline, Ms. Flippen's request for exclusion as stated in Document No. 253 is not valid.

<sup>5</sup> Diane Hanson mailed a letter to the Court (Document No. 218) that included language suggesting she wished both to object to and opt out of the Settlement. Paragraph 13 of the Preliminary Approval Order provides that "Settlement Class Members may not both object and opt out" of the Settlement. Accordingly, Ms. Hanson's exclusion request controls. Section 10.01 of the Amended Settlement Agreement and Paragraph 13 of the Preliminary Approval Order require that Settlement Class Members submit their exclusion requests to the Claims Administrator by the October 27, 2014 Opt Out deadline. As Ms. Hanson never submitted an exclusion request to the Claims Administrator before the Opt Out deadline, Ms. Hanson's request for exclusion as stated in Document No. 218 is not valid.

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Invalid Exclusion Requests

Row	Name	Address	City	State	Zip Code
40.	Hill, LaVernia	P.O. Box 704	San Lorenzo	CA	94580
41.	Hilliard, Jimmy <sup>6</sup>	63 Firewood Lane	Maryville	TN	37803
42.	Huffman, Natalie	12412 Prairie Rose Way	Bakersfield	CA	93312
43.	Jimenez, Gladys	Not Provided			
44.	Joffrey, Carolyn H.	Not Provided			
45.	Johnston, Ricky JR	P.O. Box 1272	Coal City	WV	25823
46.	Kabigting, Anna	Not Provided			
47.	Kasai, Misako <sup>7</sup>	408 Myrtle Avenue, #2	Fort Lee	NJ	07024
48.	King, Thomas S.	Not Provided			
49.	Kowalzek, Amy	22184 285th Avenue	Pierz	MN	56364-1931
50.	Lathrop, Charles	P.O. Box 221	Bozrah	CT	06334-0221
51.	Legal Eagle, L	Not Provided			
52.	Lewis, Marilyn	202 Lincoln Drive	Maysville	KY	41056
53.	Lipka, Barbara P.	1146 Sea Larke Drive	Fallbrook	CA	92028
54.	Macias, Lou A.	Not Provided			
55.	Macias, Raul A.	Not Provided			
56.	Mallory, Cynthia S.	33 Tompkins Terrace	Beacon	NY	12508-1602
57.	Mapp, Pamela Griffin	837 77th Way, South	Birmingham	AL	35206
58.	Marzol, Jose R.	1620 SW 71st Street	Miami	FL	33155-1674
59.	Mascorro, Diamond	540 Pershing Avenue	San Antonio	TX	78209
60.	McCabe, Joanna L.	Not Provided			
61.	McClelland, Lori C.	Not provided			
62.	McCune, Diane <sup>8</sup>	P.O. Box 686	Beaver	WV	25813

<sup>6</sup> This Settlement Class Member submitted an exclusion request postmarked on October 29, 2014, after the October 27, 2014 Opt Out Deadline. Accordingly, this untimely request is invalid. The request would be valid but for its untimeliness.

<sup>7</sup> This Settlement Class Member submitted an exclusion request postmarked on October 28, 2014, after the October 27, 2014 Opt Out Deadline. Accordingly, this untimely request is invalid. The request would be valid but for its untimeliness.

<sup>8</sup> This Settlement Class Member submitted an exclusion request postmarked on November 12, 2014, after the October 27, 2014 Opt Out Deadline. Accordingly, this untimely request is invalid. The request would be valid but for its untimeliness.

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Invalid Exclusion Requests

Row	Name	Address	City	State	Zip Code
63.	Mclasky , Erin L.	Not Provided			
64.	Murphy, Albert	1030 W. 78th Street Apt. 2B	Chicago	IL	60620
65.	Natteel, Michele	Not Provided			
66.	Nobles, Kyle D. <sup>9</sup>	3585 Cecil Drive	Beaumont	TX	77706
67.	Ortega, Berta	Not Provided			
68.	Ortiz, Luis	Not Provided			
69.	Ponce, Alyssa	Not Provided			
70.	Pustovarh, Anthony	P.O. Box 152	Cool Ridge	WV	25825
71.	Ramirez, Valerie Marie	Not Provided			
72.	Ray, Julie	P.O. Box 103	Shasta	CA	96087
73.	Redman, Sarah <sup>10</sup>	Not Provided			
74.	Regennitter, Troy Alan	P.O. Box 395	Clarence	IA	52216
75.	Rose , Cindy	11010 East Augusta Court	Spokane Valley	WA	99206
76.	Rouf, Tamanna	4805 North Rutherford Avenue	Harwood Heights	IL	60706
77.	Russell, Shirley	4902 NW 53rd Street	Tamarac	FL	33319-3242
78.	Setser, Clara F.	420 Howard Avenue	Akron	OH	44312
79.	Smith (Beidleman), Reena	Not Provided			
80.	Snider, Amy L.	Not Provided			

<sup>9</sup> This Settlement Class Member submitted an exclusion request postmarked on October 29, 2014, after the October 27, 2014 Opt Out Deadline. Accordingly, this untimely request is invalid. The request would be valid but for its untimeliness.

<sup>10</sup> Sarah Redman submitted correspondence to the Court (Document No. 211) in which she indicated that she both objected to and wished to be excluded from the Settlement. In accordance with Paragraph 13 of the Preliminary Approval Order, which states "Settlement Class Members may not both object and opt out," the Court directed Class Counsel to reach out to Ms. Redman and clarify whether she intended to object or opt out of the Settlement. Ms. Redman replied to Class Counsel on November 10, 2014, and indicated that she meant to exclude herself from the Settlement. Ms. Redman then mailed an exclusion request to the Claims Administrator, postmarked on November 14, 2014. Section 10.01 of the Amended Settlement Agreement and Paragraph 13 of the Preliminary Approval Order require that Settlement Class Members submit their exclusion requests to the Claims Administrator by the October 27, 2014 Opt Out deadline. As Ms. Redman's exclusion request was postmarked after the Opt Out deadline, and as the request that she submitted lacked her address and the phone number at which she allegedly received a call from the Defendants, Ms. Redman's exclusion request is not valid.

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Invalid Exclusion Requests

Row	Name	Address	City	State	Zip Code
81.	Thomas, Sherry F.	Not Provided			
82.	Tobvina, Alisa <sup>11</sup>	45 Bay 35th Street, #1B	Brooklyn	NY	11214
83.	Towns, Dorian	2935 Kemblewick Drive, Apt. 205	Melbourne	FL	32935
84.	Townsend, Lendell G.	Not Provided			
85.	Trent, Rebecca L. <sup>12</sup>	219 Millstone Drive	Beckley	WV	25801
86.	Trisdale, Fred	110 Hobbs Street	Lebanon	OR	97355
87.	Unidentified estates(s) of the Chapter 7 Bankruptcy Trustee Angela Stathopoulos	Not Provided			
88.	Vass, Tracy	204 Michigan Avenue	Beckley	WV	25801
89.	Walker, Lorene S.	Not Provided			
90.	Werder, Stacy	Not Provided			
91.	Williams, Dorothy M.	P.O. Box 94	Clarkston	GA	30021
92.	Williamson IV, Joseph	56 Linda Drive, Apt. #2	Cheektowaga	NY	14225
93.	Woolley, Charlotte	Not Provided			
94.	Wright, Harold	Not Provided			
95.	Yellalonis, Michael	1603 Burnfield Road	Baltimore	MD	21237-1708
96.	Zeric, Mensura M.	2441 Hampton Court, SE	Grand Rapids	MI	49546-6104

<sup>11</sup> This Settlement Class Member submitted an exclusion request postmarked on November 13, 2014, after the October 27, 2014 Opt Out Deadline. Accordingly, this untimely request is invalid. The request would be valid but for its untimeliness.

<sup>12</sup> This Settlement Class Member submitted an exclusion request postmarked on November 1, 2014, after the October 27, 2014 Opt Out Deadline. Accordingly, this untimely request is invalid. The request would be valid but for its untimeliness.

# ATTACHMENT 13:

## **Objector Information**

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Objector Information

Row	First Name	Last Name	Objection Filing Date	Docket No.	Is the Objector a Known Class Member?	Did the Objector Submit an Exclusion Request?	Did the Objector File a Claim?	Claim Filing Date
1.	Bradley	Rogers	8/25/14	144	Yes	No	No	
2.	Lisa	Pacheco (Nakamitsu)	8/29/14	152	Yes	No	Yes	8/21/14
3.	Jose	Vera	9/18/14	157	Yes	No	No	
4.	Taylor	David	10/6/14	184	Yes	No	No	
5.	Folarin	Jolayemi	10/9/14	188	Yes	No	No	
6.	Maritza	Cabrera	10/10/14	193	Yes	No	Yes	9/17/14
7.	Antonia	Carrasco	10/24/14	196	Yes	No	Yes	10/20/14
8.	Krystal	Nykaza	10/24/14	195	Yes	No	Yes	10/19/14
9.	Devera	Bartte	10/27/14	199	Yes	No	No	
10.	Rendee	Bullard	10/27/14	207	Yes	No	Yes	9/22/14
11.	Jeffrey	Collins	10/27/14	197	Yes	No	Yes	9/9/14
12.	Jamecia	Harris	10/27/14	215	Yes	No	No	
13.	Pamela	McCoy	10/27/14	217	Yes	No	No	
14.	Vanessa	VanWieren	10/27/14	202	Yes	No	Yes	11/11/14
15.	Sima	Faqiri	10/31/14	255	Yes	No	No	
16.	Millicent	Hodge	10/31/14	228	Yes	No	No	
17.	Stephen	Kron	10/31/14	226	Yes	No	Yes	10/15/14
18.	Mary	Tweed	10/31/14	227	Yes	No	Yes	9/29/14
19.	Paul	Fortin	N/A <sup>1</sup>	N/A	Yes	No	Yes	8/17/14

<sup>1</sup> Paul Fortin mailed a letter dated August 26, 2014, to Class Counsel with a copy to the Claims Administrator stating that he objected “to the fairness of the amount.” Mr. Fortin, however, never filed his Objection with the Court. Paragraph 17 of the Preliminary Approval Order requires that Settlement Class Members file their written Objections with the Court by the October 27, 2014 Objection deadline. Therefore, it appears that Mr. Fortin has not properly objected to the Settlement.

# ATTACHMENT 14:

## **Website Analytics**

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Website Analytics

Row	Description	Total
1.	<b>Total Site Visits</b> (the number of times an internet user navigated to at least one page of the website)	758,795
2.	<b>Unique Site Visits</b> (the number of times a unique IP address navigated to at least one page of the website)	610,401
3.	FAQ Views	117,160
4.	Important Document Views	17,495
5.	<i>(a) Claim Form</i>	5,261
6.	<i>(b) Settlement Agreement</i>	3,880
7.	<i>(c) Preliminary Approval Order</i>	2,001
8.	<i>(d) Contact Information Update Request Form</i>	1,780
9.	<i>(e) Long Form Notice</i>	1,487
10.	<i>(f) Master Class Action Complaint</i>	1,142
11.	<i>(h) Motion for Attorneys' Fees and Class Representatives' Awards</i>	1,038
12.	<i>(g) Motion for Preliminary Approval</i>	805
13.	<i>(i) Declaration Regarding Class Counsel's Attorneys' Fees and Costs</i>	101

# ATTACHMENT 15:

## **Telephone System Analytics**

# Capital One TCPA Class Settlement

*In re Capital One Telephone Consumer Protection Act Litigation, MDL No. 2416, Master Docket No. 1:12-cv-10064 (N.D. Ill.)*

## Telephone System Analytics

Row	Description	Total
1.	Number of Inbound Calls Received	101,586
2.	Number of Outbound Calls	1,739
3.	Average Length of Call	3.3 Minutes
4.	Claims Submitted by Phone	18,185
5.	Voicemails Left	18,953
6.	(a) Claim Form Mail Request	8,658
7.	(b) Detailed Notice Mail Request	42
8.	(c) Settlement Agreement Mail Request	295
9.	(d) Request for all Documents	2,536
10.	(e) Request Call Back	1,752
11.	(f) Other <sup>1</sup>	5,670

<sup>1</sup> Voicemails categorized as "Other" include messages in which the caller disconnected the call without leaving a message, left a message regarding a topic unrelated to this Settlement Program, specified that they did not want to be contacted, or left a message indicating that they contacted the wrong number.

# ATTACHMENT 16:

## **Notice of Incomplete Claim Form**

# CAPITAL ONE TCPA CLASS SETTLEMENT PROGRAM

## NOTICE OF INCOMPLETE CLAIM FORM

DATE OF NOTICE: [XX/XX/XX]

RESPONSE DEADLINE: [Notice DATE + 35]

### I. CLAIMANT INFORMATION

<b>Claimant Name</b>	First [PRE-FILLED]	Middle Initial [PF]	Last [PRE-FILLED]
<b>Notice ID Number*</b>	[XXXXX-XXXXX-XXXXX] *You may use this Notice ID number to submit your claim online or by phone.		

### II. INCOMPLETE CLAIM FORM REASON(S)

This is an official communication from the Claims Administrator for the Capital One TCPA Class Settlement Program.

To receive a payment from the Settlement Program, you must submit a complete Claim Form. We reviewed the Claim Form that you submitted and found that it is incomplete because:

☐

**You did not include your full name.**

☐

**You did not include your address.**

☐

**You did not include the cellular telephone number(s) at which you allege you received a call from one of the Defendants.**

☐

**You did not sign your Claim Form.**

### III. HOW TO COMPLETE AND SUBMIT YOUR CLAIM

You may use your Notice ID number to complete and submit your claim easily and securely **online** at [www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com), or **by phone** at **1-844-357-TCPA** (1-844-357-8272). If you use your Notice ID number to file your claim online or by phone, you will receive confirmation at the conclusion of the filing process if you have successfully filed a complete claim.

If you choose not to submit your claim online or by phone, or if your Notice ID number is not available, you may visit the Claims Administrator's website at [www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com), click the "Important Documents" tab, download and print a Claim Form, complete all required fields, and mail your completed Claim Form to:

**Capital One TCPA Class Settlement Claims Administrator**  
**P.O. Box 25609**  
**Richmond, VA 23260-5609**

To receive a payment, your claim must be completed online or by phone, or mailed and postmarked by the **Response Deadline** shown at the top of this Notice.

### IV. GET MORE INFORMATION

If you have questions about this Notice or would like additional information about the Capital One TCPA Class Settlement Program, visit the Claims Administrator's website at [www.CapitalOneTCPAClassSettlement.com](http://www.CapitalOneTCPAClassSettlement.com) or call **1-844-357-TCPA** (1-844-357-8272).